



Department of Territory and Municipal Services



ANNUAL REPORT 2008-2009 | VOLUME ONE

Department of Territory and Municipal Services



ANNUAL REPORT 2008-2009 | VOLUME ONE

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Transmittal Certificate

Jon Stanhope MLA, Minister for Territory and Municipal Services, Minister for Transport
Andrew Barr MLA, Minister for Tourism, Sport and Recreation

ACT Legislative Assembly
London Circuit
Canberra City ACT 2601

Dear Ministers,

I present the Annual Report of the Department of Territory and Municipal Services, which is in two volumes. The first volume contains general information regarding the Department. The second volume contains the Department's financial reporting. The Report has been prepared under section 5 (1) of the *Annual Reports (Government Agencies) Act 2004*, and in accordance with the requirements referred to in the Chief Minister's Annual Report Directions. It has been prepared in conformity with other legislation applicable to the preparation of the Annual Report by the Department of Territory and Municipal Services.

I hereby certify that the attached Annual Report is an honest and accurate account and that all material information on the operations of the Department of Territory and Municipal Services during the period 1 July 2008 to 30 June 2009 has been included, and that it complies with the Chief Minister's Annual Report Directions.

I also hereby certify that fraud prevention has been managed in accordance with Public Sector Management Standard 2, Part 2.4.

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you cause a copy of the report to be laid before the Legislative Assembly within three months of the end of the financial year.

Yours faithfully,

Gary Byles
Chief Executive
Department of Territory and Municipal Services

10 September 2009



Statement of Reference to Subsumed and Annexed Reports

Jon Stanhope MLA, Minister for Territory and Municipal Services, Minister for Transport
Andrew Barr MLA, Minister for Tourism, Sport and Recreation

ACT Legislative Assembly
London Circuit
Canberra City ACT 2601

Dear Ministers,

This report complies with the directions set out by the Chief Minister's Department. As part of this compliance, some sections of the Territory and Municipal Services Annual Report are included as subsumed and annexed reports.

Annexed Reports are as follows:

*ACT Heritage Council
Animal Welfare Authority
Conservator of Flora and Fauna
Director of Territory Records. :*

Subsumed Reports are as follows:

*ACTION
Australian Capital Tourism
Shared Services.*

I advise that the above sections are occasionally referred to throughout the body of the report. In instances of such referral, you should direct your attention to the relevant section in the annexed report for further information.

Yours faithfully,

Gary Byles
Chief Executive
Department of Territory and Municipal Services

10 September 2009

About This Report

The Department of Territory and Municipal Services (TAMS or 'the department') Annual Report 2008–09 is the organisation's primary accountability document to the ACT Government and the Canberra community.

The Report is divided into two volumes as follows:

- Volume 1 contains general information regarding the department, including the Chief Executive's review, analysis of agency performance, consultation and scrutiny reporting and other reporting
- Volume 2 contains Financial Reports and Statements of Performance.

The Report has been prepared under section 5 (1) of the *Annual Reports (Government Agencies) Act 2004*, and in accordance with the requirements referred to in the Chief Minister's Annual Report Directions. It has been prepared in conformity with other legislation applicable to the preparation of the Annual Report by TAMS.



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SECTION A

PERFORMANCE AND FINANCIAL MANAGEMENT REPORTING

A.1 The Organisation

Our Role

The Department of Territory and Municipal Services develops and delivers a range of services for the people of the ACT. Our services to the community are delivered by a number of diverse and specialised business groups.

Our services affect every Canberran, every day. The department is focused on continually improving its services and implementing innovative programs to deliver services and information to the Canberra community.

TAMS is ever present in Canberra, operating community events, recycling services, maintaining and improving our roads, preserving national parks, managing local sports grounds, ensuring the upkeep of public facilities, and in many other facets of daily life.

TAMS manages the ACT's environment and recreation facilities, including parks and reserves across the ACT, (such as Tidbinbilla Nature Reserve, Namadgi National Park and the Canberra Nature Park), urban open space and sportsgrounds.

TAMS is also responsible for many of the ACT Government's commercial operations, including Territory Venues and Events (Canberra Stadium, Manuka Oval and Stromlo Forest Park), EPIC, the ACT Internal Omnibus Network (ACTION buses), Capital Linen Service, Yarralumla Nursery, Australian Capital Tourism and the Canberra Cemetery Trust (which oversees the operations of Woden, Gungahlin and Hall cemeteries).

In addition, TAMS manages ACT roads (including design, construction and maintenance), road transport policies, the ACT's public library service, the ACT Government's property assets as well as Canberra Connect, the gateway to the ACT Government.

TAMS also provides internal support and services to ACT Government agencies. Through the Shared Services Network, the department provides a number of key 'whole-of-government' services, including information and communications technology (ICT), procurement, publishing and records services, and transactional human resource and finance services to ACT Government departments and agencies.

Our Vision

The department leads the way in making Canberra the best place to be and takes pride in the delivery of reliable, responsive and efficient business support services, and systems across the ACT Government.

Our Values

The delivery of key outcomes for the wider ACT community is made possible through the work of our people, who are guided by the following principles:

- Initiative and accountability
- Innovation and leadership
- Empowerment and trust
- Responsiveness and sustainability
- Equity and diversity
- Honesty and fairness
- Respect and teamwork
- Communication and understanding.

TAMS is further guided by the following strategies, concerning the provision of services across government:

- Attract, develop and retain skilled and experienced people in the right numbers
- Build stakeholder confidence and cooperation
- Improve services for customers
- Provide reliable technological services and leadership
- Contribute to and, where appropriate, make corporate policies for ACT Government
- Enhance business processes and systems
- Deliver services within budget.

Our Structure

Following new Administrative Arrangement Orders in November 2008, Shared Services was subsumed into the Department and a separate Department of the Environment, Climate Change, Energy and Water (DECCEW) was created. TAMS was restructured around five distinct groups:

- Office of the Chief Executive (OCE)
- Community and Infrastructure Services Network
- Environment and Recreation Network
- Enterprise Services Network
- Shared Services Network.

The OCE provides advice to Ministers, the Chief Executive and the Networks to ensure effective governance arrangements are in place. It is also responsible for providing leadership in organisational and cultural change and continuous improvement initiatives that help meet the demands of a changing environment.

The Community and Infrastructure Services Network provides public library services, is responsible for asset information and asset acceptance, manages Territory owned office buildings, subleases commercial property, oversees the government's surplus property evaluation process and administers government office accommodation. It provides information and payment services to the ACT community through Canberra Connect Shopfronts, the Contact Centre and Web Centre. It also administers road transport legislation and is responsible for the management and maintenance of roads, bridges, footpaths, traffic lights, street lighting and stormwater infrastructure.

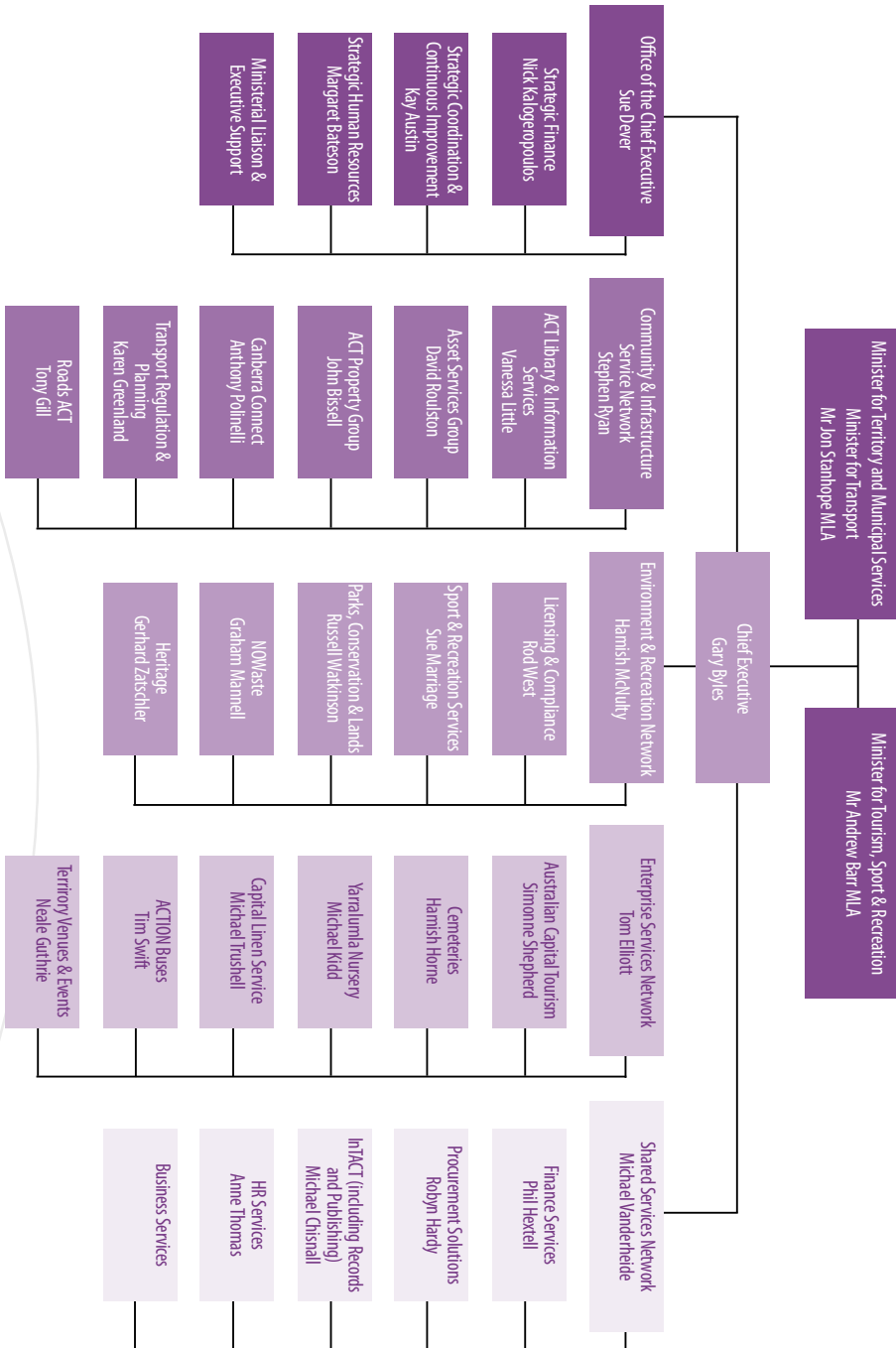
The Environment and Recreation Network is the single land manager for the ACT Government and is also responsible for managing Canberra's extensive parks, nature reserves and open spaces. A number of the Network's previous environment-specific responsibilities were transferred to DECCEW (detailed later in this report), though the Network retains waste management operations. The Network regulates environmental and heritage activities using compliance and licensing frameworks that help protect and preserve natural and cultural values. It also encourages participation in a range of sport and recreation activities, including the delivery of elite and community sport programs.

The Enterprise Services Network operates a wide variety of commercial businesses in a government environment and has a strong focus on business development. It is comprised of ACTION, Australian Capital Tourism, Capital Linen Service, ACT Public Cemeteries Authority (reported separately), Territory Venues and Events and Yarralumla Nursery.

The Shared Services Network provides a range of business support services and systems (finance, human resources, procurement, ICT, publishing and record services) to ACT Government agencies.

Territory and Municipal Services Organisation Chart

As at 30 June 2009



Our Stakeholders

Our principal clients and stakeholders are:

- Chief Minister, Minister for Territory and Municipal Services, Minister for Transport
- Minister for Tourism, Sport and Recreation
- ACT residents
- ACT businesses
- Community organisations and peak representative groups
- Legislative Assembly for the ACT
- ACT and Commonwealth Government agencies
- Suppliers and contractors.

In our interactions with stakeholders and each other, we actively apply the guiding principles and strategies outlined in 'Our Values'.

A.2 Overview

Prior to the 2008 Election the Department reported to three Ministers:

- Mr Jon Stanhope, Minister for the Environment and Climate Change
- Mr Andrew Barr, Minister for Tourism, Sport and Recreation
- Mr John Hargreaves, Minister for Territory and Municipal Services.

Following the 2008 Election and administrative changes, the Department now reports to two Ministers:

- Mr Jon Stanhope, Chief Minister, Minister for Territory and Municipal Services and Minister for Transport
- Mr Andrew Barr, Minister for Tourism Sport and Recreation.

The Department has worked closely with Ministers to deliver services for the Canberra Community. Community Engagement and consultation with Canberra residents assisted in guiding service delivery. Gary Byles was appointed as Chief Executive in June 2009.

The Department has continued to follow the framework devised in the TAMS Strategy Map 2007–10.

TAMS Strategy Map 2007–10

The TAMS Strategy Map 2007–10 was launched in 2007 and is the strategic plan for the department. The Map is grouped into four key themes – delivering sustainable

services, cultivating healthy living spaces, connecting with communities and growing Canberra's future. It clearly sets out the priorities, strategies and measures of success required to implement necessary reforms.

The Strategy Map was amended in December 2008 to reflect departmental changes associated with the departure of some functions to DECCEW.

Achievements against the priorities and performance measures contained in the TAMS Strategy Map and Network Plans have been reported biannually to the Strategic Management Team. The four themes are as follows:

Delivering Sustainable Services

When delivering the best possible services, the department optimises social, economic and environmental opportunities and focuses on quality and business improvement, flexibility and responsiveness. In addition to this, TAMS encourages innovation and creativity and provides value for money.

Cultivating Healthy Living Spaces

When developing and maintaining our natural and built environments, the department strives to continually improve design and operation to ensure that they are properly protected, maintained and preserved. TAMS ensures sustainable management and use of resources, and is responsive to the challenge of climate change.

Connecting with Communities

When engaging with diverse communities, the department establishes and maintains open and

constructive forums to allow us to listen and foster positive working relationships. The department understands differing perspectives and is aware of changing needs. The department seeks the community's views as part of our decision making-processes and is committed to providing clear, correct and concise information.

Growing Canberra's Future

TAMS actively contributes to future prosperity and quality of life in Canberra and the surrounding region by applying sustainability principles and practices throughout the organisation. The department develops strategic plans to ensure infrastructure and services meet the requirements of an expanding community.

The department is guided by the readjusted key outcomes of the Strategy Map in accordance with the restructuring of the department, and the Shared Services Strategic Plan 2008–2010.

Strategic Plan, 2009–2013

In early 2009 the Strategic Management Team commenced work on a new Strategic Plan for 2009–2013 to realign the direction of the department with new Government priorities and reflect the integration of Shared Services.

Legislation and Regulatory Activities

The department administers legislation relating to municipal, heritage and road transport functions. Day-to-day functions are handled by the Office of Regulatory Services (ORS) in the Department of Justice and Community Safety (JACS). These include parking and outdoor café licences and hawkers licensing.

TAMS received Human Rights Statements of Compatibility for all its Bills introduced into the Legislative Assembly.

For a full list of legislation administered by the department see page 110.

A.3 Highlights

2008–09 was a busy year for the department, with an increase in capital works projects and a departmental restructure. The following is a list of key achievements for the department.

Strategic Budget Review

TAMS engaged Ernst and Young to conduct a Strategic Budget Review (SBR) of the Department's operations (excluding ACTION). The Review commenced in August 2008 with a final report completed in December 2008.

The Report contained 22 recommendations which cover areas including:

- financial governance
- internal reporting
- business planning
- asset management planning
- workforce planning
- costing models
- growth models
- benchmarking
- administrative activities
- training and internal communication.

The recurrent theme from the Review is the need for greater transparency, and a better understanding from a departmental wide perspective of financial performance, accountability for performance and accurate costing of service delivery activities.

The SBR has provided a more robust financial management framework for TaMS that overtime will lead to a more consistent understanding of the financial

consequences of service delivery throughout the Department and improved practice in balancing service standards, service delivery and fiscal control.

A range of recommendations have already been implemented, others are in the process of being implemented and, at 30 June 2009, planning is well-progressed to implement recommendations which require a longer term phase-in.

Major Roads Projects

Construction work has been underway on Airport Roads projects since March 2008. A number of these works are ongoing (for further information see section A.4 Outlook) with the following projects having reached completion:

- An off-road cycle path from Dairy Road bridge to connect with the existing off-road path at Woolshed Creek
- Duplication of Morshead Drive and Pialligo Avenue in the immediate vicinity of the airport.

Stage 1 works for Gungahlin Drive were completed in December 2008, including the duplication of Caswell Drive from Bandjalong Crescent overpass towards Glenloch Interchange to improve traffic congestion in the Aranda precinct, particularly during morning peak periods.



An Australian Government-funded project improved the capacity of Lanyon Drive and connectivity of Jerrabomberra Estate (NSW) with Canberra City. Construction of Stage 1 was completed in mid 2009.

With the completion of remedial works, Tharwa Bridge was re-opened in August 2008 with a five tonne load limit. Work on the full restoration is continuing.

Construction works associated with the Tharwa Drive duplication commenced in January 2009. Works are progressing and on track for completion in October 2009.

Look and Feel of the City

As a part of the Department's commitment to engaging our community, a number of community consultations have occurred in relation to shopping centre upgrades including: Scullin, Deakin, Farrer, Lyons, Red Hill, Waramanga, Ainslie, and Holt.

In addition, linking in with this year's Floriade, the Floriade in the City Project included 21 large planter tubs placed strategically along City Walk to provide an enhanced flow-on effect for visitor experience. There were some 5,700 plants planted in 21 tubs.

The City Centre Marketing and Improvements Grant, funded by a levy on the property owners and administered by Canberra CBD Limited, is proving

a successful partnership between the private and public sector. Canberra CBD Limited employed a CBD Ranger, who works closely with the Canberra Central District Manager employed by Parks Conservation and Lands (PCL), to improve the look and feel of the CBD by identifying, reporting and following up on the maintenance and cleaning issues for private and public owned assets with the relevant asset owners.

Urban Forest Renewal

Significant work has been progressed with the Urban Forest Renewal Program. The department has established an Expert Reference Group to provide specialist input and to help develop the methodology for the program including significant community engagement.

ACTION Buses

Since the introduction of Network 08, ACTION has made a number of improvements to its network, including new express routes and additional bus services. This has been a result of feedback from customers and drivers.

As part of the redevelopment of the Belconnen Town Centre, from 25 May 2009 ACTION buses ceased running through the Belconnen bus interchange to operate from temporary bus stations on Cameron Avenue, Lathlain Street and a permanent station on Cohen Street adjacent to the bus depot. Interim arrangements will be in place while the town centre is redeveloped. As part of the town centre redevelopment, new bus stations will be built at:

- Westfield Belconnen
- Cohen Street, adjacent to the Australian Bureau of Statistics
- Emu Bank, near Lake Ginninderra College.





The Government's Gold Card initiative, introduced in July 2008, allows Canberrans over 75 years of age to travel on ACTION buses for free all day. As at the end of June 2009, 6,511 senior Canberrans had registered as Gold Card holders. This represents approximately 45 % of Canberrans aged over 75. In 2008–09 the record for Gold Card passenger boardings was 1,661 Gold Card holders boarding ACTION buses on one day.

The Bike'n'Ride program continues to grow in support with an average of 1,739 boardings per week. Since the introduction of this initiative, ACTION has seen a 76% growth in bike rack usage. A record for the greatest number of bike rack usage in one day was achieved on 2 March 2009 with 500 bike racks being used.

rego.act

During 2008–09, significant enhancements to the rego.act computer system were implemented. This included system changes to implement:

- The ACTION Gold Card
- The Green Vehicle duties concession scheme
- Compulsory Third Party Insurance classification amendments for goods carrying vehicles under 4,500kgs
- A Public Vehicle Driver Authority Card that must be displayed by the driver of all public vehicles
- A Compulsory Third Party Insurance package to encourage and facilitate industry competition for the first time in almost 30 years.

Victorian Bushfire Assistance

In early 2009, Victoria experienced the worst bushfires in Australian history. 78 communities and 400,000 hectares of land were devastated,

2,029 homes were lost and 173 people lost their lives. As a government department, TAMS was well-placed to assist the Victorian authorities in a diverse range of ways.

PCL deployed seven fire fighting teams including light units and Remote Area Fire Teams. Each of the crews consisted of between eight and 20 people, with some people being deployed more than once.

Asset Services Group (ASG) sent four staff to assist in the mapping process, as a result of the Victorian Coroner declaring a Section 40 situation which meant all searches were to be repeated. Victorian police were assigned the task and ASG staff assisted in the mapping and progress reporting to show which blocks were completely searched and completed, and those that required further investigation.

Domestic Animal Services (DAS) staff assisted with the treatment and care of injured animals, including domestic and all wildlife, deploying its two Animal Recovery and Disease Control Centre (ARK) trailers. DAS assisted the Victorian RSPCA in managing fire-affected animals through care, transport, food drops, locating injured animals and assisting the RSPCA to euthanase animals which were too badly injured to be saved.

The ACT Chief Veterinary Officer assisted livestock assessments and rural recovery work, as well as advising on health issues relating to fire. His team also plotted progress and determined if properties required revisiting.

ICT staff from InTACT, operating out of the Emergency Services Authority's (ESAs) radio relay vehicle, travelled to Victoria as support for the taskforce working with radio and trunked radio network. Additionally, a member of the Shared Services Workplace Health and safety team assisted as part of the ACT's emergency management response.

Shared Services staff were given the opportunity to donate blood to the Red Cross; 53 staff members volunteered and approximately \$20,000 in donations was raised by TAMS staff.

Major Capital Works on Owned Properties

The department undertook a range of work on government owned properties in 2008–09, including:

- Refurbishments to Albert Hall – replacement of kitchen and addressing electrical and safety issues
- Forward design for the Callam Offices upgrade – having recently been heritage listed, this involved the development of a Conservation Management Plan to ensure compliance with the Building Code of Australia
- Upgrade works on the Tuggeranong Homestead – replacement of roof sheeting and fencing and upgrades to fire and security systems.

ACT Library and Information Service

The ACT Library and Information Service (ACTLIS) installed and implemented a Radio Frequency Identification system (RFID). Installation of the system commenced in 2008–09 and will be completed in 2009–10, enabling library customers to self-check books from the library and better aid library staff to assist customers with their enquiries.

ACT Government records older than 20 years became open for public access on 1 July 2008 with modifications carried out at the ACT Heritage Library to provide a point of access to these records sourced from all government agencies.

Planning was undertaken for the transfer of management of the Government and Assembly Library to the Legislative Assembly. Previously managed by ACTLIS, the Library will be managed by the Speaker of the Assembly, through the Clerk of the Assembly. This will come into effect with the beginning of the 2009–10 financial year.

Floriade 2008

Floriade was another outstanding success, with a total attendance figure of 407,667—the largest attendance figure since records began and a 3.2% increase on 2007. Of the total attendance, 377,419 related to Floriade day sessions and 30,248 related to the new NightFest. Floriade 2008 generated additional direct expenditure in the ACT totalling \$25.3 million—an increase of \$5.0m (24.6%) on 2007, with three of the five special night-time openings selling out.



Canberra Olympic Pool and Lakeside Leisure Centres

Both Canberra Olympic Pool and Lakeside Leisure Centre reopened in November 2008 after refurbishments were undertaken in the second half of the year. At Lakeside, the work included:

- The replacement of the roof and ceiling structure over the pool hall to remediate corrosion problems
- The reconstruction of the air handling system to provide better air quality
- Replacement of the failing tiling in the main 50 metre pool
- General refurbishment including external and internal painting.

At Canberra Olympic Pool, the work included:

- The replacement of the obsolete air support dome over the main pool with a new steel framed fabric structure
- New lifeguard office, first aid room and store within the enclosure
- General refurbishment including external and internal painting of pools and buildings.



To celebrate the reopening of both centres, the ACT Government, in association with the management contractor, declared Sunday 14 December 2008 a free entry open day, with a range of community activities and Olympic gold medallist Leisel Jones as the special guest.



Territory Venue Improvements

Significant works, maintenance and purchases for Canberra Stadium in 2008–09 included:

- Installation of a new public address system
- Upgrade works to the West Lounge
- Upgrade works to the fire ring main
- Replacing stormwater drains
- Installation of height safety systems in each light tower
- Installation of stair safety nosing
- Balustrade and handrail upgrades
- Master planning and forward design for Stadium development options.

Significant works, maintenance and purchases for Manuka Oval in 2008–09 included:

- Replacement of the public address system in the Bradman Room
- Maintenance of vegetation and landscaping

- Minor upgrades to security and lighting at the grounds keepers area
- Road sealing work around the venue
- Master planning and forward design for Oval development options.

Significant works at Stromlo Forest Park undertaken or commenced in 2008–09 included:

- Site works associated with the hosting of the 2008 UCI Mountain Bike World Cup and the 2009 UCI Mountain Bike and Trials World Championships
- Master planning and feasibility studies for low cost accommodation and Mount Stromlo chairlift
- Major tree planting
- Sealing of the Bushfire Memorial entrance road and car park, as well as construction of a new road-cycle path connection from the Cotter Road side to Stromlo Forest Park
- Landscape improvements including the construction of a children's bicycle park, picnic shelter and barbeques and amenity improvements adjacent to the event pavilion
- Culvert improvement works on the criterium track
- Irrigation system upgrade.

NOWaste

Initiatives to minimise waste to landfill and maximise resource recovery in 2008–09 include the following:

- Establishing new arrangements to ensure that all tyres delivered to ACT Government facilities are recycled.

- Establishing new arrangements under which householders may drop off free-of-charge their compact fluorescent lamps and tubes at Mugga Lane and Mitchell Resource Management Centres. These are then sent interstate where they are safely recycled and all component parts are recovered, including mercury, glass and aluminium.
- Supporting the resource recovery contractor to improve mixed builders' waste acceptance and sorting processes to divert more waste from landfill.
- Completing works at the Mugga Lane Resource Management Centre to relocate and refurbish the recycling drop-off infrastructure and improve traffic management.
- Installation of 'Mobile Muster' bins for the collection of unwanted mobile phones and associated equipment at all Regional Recycling Centres to encourage recycling of mobile phones.



Shared Services – Human Resource (HR) Services

HR Services delivered on a number of initiatives during 2008–09, including:

- Establishing a whole-of-government panel of training providers, enabling agencies to easily access training providers in a number of common training and development areas
- Developing a new ACT Public Service Training Calendar to facilitate the delivery of common training courses and programs across ACT Government agencies
- Roll-out of the employee self-service tool, HR21, to agencies using Chris21
- Redeveloping the www.jobs.act.gov.au website which is now recognised as the key access point for recruitment to the ACT public service and consistently attracts in excess of 10,000 individual visitors per month.

InTACT

InTACT had involvement with several major ACT Government projects including:

- Support for the ACT Electoral Commission ICT business systems underpinning the 2008 election
- Implementation of the Radiology Information System Picture Archiving Communication System in ACT Health
- Participation in the design of information technology (IT) systems for the Capital Asset Development Plan at the Canberra Hospital

- Major tendering processes for the delivery of services in the areas of ICT hardware, logistics and anti-virus software
- Establishing a panel of local ICT consultants that are available to assist with specific projects to avoid the need for lengthy tender processes for each case
- Completion of laying the fibre component of the broadband initiative in secondary schools. Fifteen primary schools have been connected and the project is currently ahead of schedule.

Procurement Solutions

Procurement Solutions undertook the following initiatives in 2008–09:

- Completion and implementation of an independent review of procurement processes
- Completion and implementation of a review of procurement thresholds
- Implementation of the prequalification review to reduce the repetition of documentation between prequalification and tender requirements, and a number of other significant changes to improve the efficiency and effectiveness of the scheme.

Shared Services – Finance Services

Finance Services delivered on a number of initiatives during 2008–09, including:

- Supporting the implementation of a single consolidated instance of Oracle Government Financials
- Development of a common accounts process to operate in the new single consolidated instance of Oracle Government Financials.



Community Engagement

During 2008–09, the ACT Government has continued to increase its commitment to engaging with the Canberra community in the development and implementation of government policies, programs, projects, public works and services. The number of community engagement activities undertaken across the department increased from 94 projects in 2007–08 to 127 in 2008–09.

Workplace Safety Initiatives

The ACT Property Group has upgraded its Workplace Health and Safety Management System to ensure compliance with ACT Government requirements introduced in October 2008. The changes include establishment of a Health and Safety Management Committee and Health and Safety Committees for each Section or Team Group. New policies are being developed for Working in Isolation and Noise Management.

Roads ACT has reformed the Roads ACT Workplace Health and Safety Committee and held its first meeting in June 2009.

Awards and Recognition

The department continued to win awards and receive recognition throughout 2008–09. A number of highlights are listed below.

In April 2009, ACT Property Group (as client), and Purdon Associates together with GHD Pty Ltd and the Department of Disability, Housing and Community Service received the top national prize from the Planning Institute of Australia in the social planning category. The prize was awarded for the community consultation project on the future use of former school sites.

TAMS staff were recognised for their high achievements at the 2009 Commissioner for Public Administration Awards as follows:

- Annette Folkard, Team Leader of the Road Transport Team in the Canberra Connect Contact Centre, was the proud recipient of a bronze award in the 'Valuing Emerging Leaders and High Performers' category
- Greg Schuhardt of InTACT received a Bronze Award in the category of 'Government Business Improvement'.

The Events Team received an award from Parks and Leisure Australia in the category of 'Inclusive and Connected Communities' for its 'round town program.

In October 2008, Catriona Vigor from Procurement Solutions won the Chartered Institute of Procurement and Supply Australasia National Essay Competition. The essay was entitled 'How does the procurement profession avoid "green wash" and ensure truly sustainable sourcing solutions are presented to stakeholders?'

Paul St Ledger, an Information and Communications Technology Trainee with InTACT, was awarded the Australian School Based Apprentice of the Year at the ACT Training Excellence Awards.

Shaun Baggett, InTACT Business Applications Analyst, won the ACT State Final of Microsoft's 2008 Heroes Happen competition.

Sue Dever, General Manager of Capital Linen Service, won a 2008 ACT Public Service Executive Award. CLS also donated linen to the Rotary Australia Community Service and received an award from Rotary in recognition of its contribution to the South Pacific Region. Rotary was able to provide linen to three hospitals in Papua New Guinea as a result of this donation.

Keep Australia Beautiful recognised the work of TravelSmart Belconnen through its 'Sustainable Cities' Awards, in which it received:

- Overall Winner for the ACT
- Winner of the 'Community Partnerships' category
- Winner of the 'Sustainable Transport' category for the ACT
- Highly Commended Award in the 'Environmental Innovation' category.

The work of the department was recognised at the Canberra and Capital Region Tourism Awards as follows:

- Canberra and Region Visitors Centre won top prize in the 'Visitor Information Services' category
- Floriade 2007 *Aussie Icons, Myths and Legends* was commended in the 'Major Festivals and Events' category.

Dick Passchier, from the ACT Property Group's graffiti removal team, received a 2008 Chief Minister's Inclusion Award for his tireless advocacy for people with disabilities. Mr Passchier has a strong commitment to staff with disabilities, ensuring that they are supported in the workplace and that they are provided with equal opportunities for training and career progression.

The Department has also continued to award and recognise staff internally and 2008 marked the commencement of the TAMS Reward in Recognition Awards. Fifty staff were nominated for awards by colleagues and members of the community. The overall winners were:

- Trish Macdonald – 'Delivering Sustainable Services'
- Bob Burdick – 'Cultivating Healthy Living and Work Spaces'
- Jason Ritzen – 'Connecting with Communities and Staff'
- Raija Kosenen – 'Growing Canberra's Future with Innovative Ideas'.

A.4 Outlook

The 2009–10 reporting year will see the Department deliver and build on ACT Government priorities. We will also engage further with the Canberra Community to discuss TAMS services and service delivery.

In response to the economic downturn, both the ACT and Australian Governments have funded programs to stimulate economic activity. TAMS will continue working to deliver a number of the ACT project components of the Commonwealth's Nation building economic stimulus package. A number of these programs cover road infrastructure, with Roads ACT contributing to this by developing a number of black spot projects which are being funded through the Australian Government's National Building program, with an allocation of an additional \$2.4 million during the 2009 calendar year for this purpose.

The following major road works around the airport are expected to be completed by December 2009:

- Stage 1 (b) works cover the upgrade of Pialligo Avenue (duplication of Fairbairn Avenue between Morshead Drive and Pialligo Avenue, intersection improvements at Morshead Drive/Fairbairn Avenue and Majura Road/Fairbairn Avenue intersections) and the widening of Morshead Drive and Majura Road left turns
- Stage 1 (c) works cover the upgrade of Pialligo Avenue (duplication of Pialligo Avenue between Stage 1 (a) works and the airport works, signalisation of Beltana Road intersection and a second bridge over Woolshed Creek.

- Lanyon Drive Stage 2 works will involve the continuation of duplication works along Lanyon Drive from the Sheppard Street intersection of Lanyon Drive to the roundabout at Tomsitt Drive, Jerrabomberra NSW. The key features of the project include:
 - The provision of additional lanes in each direction from Sheppard Street to Tomsitt Drive
 - Widening and strengthening of the Jerrabomberra Creek Bridge
 - Demolition, reconstruction and duplication of the Letchworth Railway Bridge.

These works, which are being undertaken as a joint Roads and Traffic Authority (RTA) NSW/Roads ACT exercise are expected to be completed by October 2010.

The rego.act enhancement program will continue in 2009–10 with projects including concession validation that will provide system to system validation of concession entitlements and registration enhancements to further protect against stolen, written-off or rebirthed motor vehicles being registered.

In 2008–09, feasibility studies were undertaken to assess the suitability of sites to provide additional car parking in the city. In 2009–10 further work will be undertaken to finalise an ACT Parking Strategy as part of broader transport planning for Canberra. This will include a transport and access survey, to provide additional information on characteristics of parking demand and demand management.

In 2008–09, Transport Regulation and Planning (TRAP) guided the development of the Government's *Integrated Transport Framework*, which was released

in August 2008. This will be built upon with the development in 2009–10 of a Sustainable Transport Action Plan 2010–2016 underpinned by transport strategies on public transport, parking, walking and cycling and infrastructure. During 2009–10 community consultation will take place on a range of these key strategies to ensure that the transport system meets community needs.

During 2009–10, TAMS will progress a comprehensive review of taxi services and the taxi industry, with a particular focus on improving services for users of wheelchair accessible taxis (WATs). The review will identify and address issues of concern to users of taxi services and the industry.

The Albert Hall is to be extensively refurbished, including major roofing repairs, painting of the exterior, internal works (rectification of all electrical systems, supplementary lighting, internal painting and refurbished toilets) and is scheduled for completion in 2010.

A large component of the former Woden Bus Depot will undergo access and internal upgrading works so that buses can again occupy the site. The works will include improved access and upgrading of security fencing, lighting and fire safety services. Amenities for ACTION staff will also be upgraded. The work is expected to be completed in November 2009. Most of the existing commercial tenants who occupy the southern end of the site will remain on site.

ACTION will continue its program of improvement in 2009–10 with implementation of its capital program, providing new buses, upgraded maintenance systems

and a new bus ticketing system. In addition, ACTION will seek to implement government initiatives for the new Public Transport network plan, with more alternatives to service reliability through alignment with the Transport Planning section of the Department.

The look and feel of the city will continue to be a focus for the Department. A total of \$12 million has been allocated to upgrade Civic, with the focus being on East and West Row. Funding has also been provided to develop a Civic Master Plan.

Preliminary work has commenced in scoping the Terms of Reference for a review of the *Heritage Act 2004*, to commence in March 2010.

Work will continue on the Urban Forest Renewal Program, with the aid of a communication and community engagement plan and program website.

Construction works on Eddison and Glebe Parks will be completed in the coming financial year.

Tourism will build on the successful introduction of Floriade Nightfest in 2008 and continue to work with the Tourism industry to bring people into our City. An additional \$5.3 million over four years has been provided in the 2009–10 budget for Tourism to improve the economic benefit generated through events and domestic marketing. Specifically, this involves visitation in the Autumn period, as well as enhancements to Floriade and Floriade NightFest in 2009.

Work and community consultation will continue in relation to the Master Plan for Canberra Stadium, Manuka Oval and Stromlo Forest Park.

The Government will also establish a new library shopfront in Kingston and is working in partnership with the ACT Department of Education and Training to commence construction of a new Gungahlin Library.

Asset Services Group will assume a far greater role in coordinating Development Applications (DAs) within TAMS to ensure that coordinated and timely responses to DAs and other submissions continue to be provided to the ACT Planning and Land Authority (ACTPLA).

Shared Services will continue to consolidate the ACT Government's core administrative functions to achieve economies of scale, standardised and streamlined processes to enable agencies to better focus on their core business of providing services to the community.

The Government's land release intentions for 2009–10 will require a considerable effort by many different areas within TAMS to review a wide range of submissions within strict timeframes. This work will be paralleled by ongoing efforts to enhance the systems and process that TAMS uses to review development applications and submissions. This will include the commencement of a consultancy to assess the feasibility of codifying the TAMS infrastructure design standard within the Territory Plan.

TAMS will continue to engage with the Canberra community through its biannual community satisfaction survey, gathering feedback about our services and programs.

2008–09 was another busy year for the department and 2009–10 will be no different. The continued delivery of high quality and responsive services will remain a focus for the Department.

A.5 Management Discussion and Analysis

See Volume 2.

A.6 Financial Report

See Volume 2.

A.7 Statement of Performance

See Volume 2.

A.8 Strategic Indicators

See Volume 2.

A.9 Analysis of Agency Performance: Nation Building Program

Nation Building – Economic Stimulus Plan (ESP)

On 6 February 2009 the Chief Minister announced the appointment of an ACT Coordinator General to oversee the ACT's delivery of the National Partnership Agreement on the Nation Building and Jobs Plan: Building Prosperity for the Future and Supporting Jobs Now (now known as the Nation Building – Economic Stimulus Plan).

A small taskforce has been established in the Chief Minister's Department (CMD), led by the Coordinator General, reporting directly to the Chief Minister. The Taskforce has responsibility for overseeing the rollout of the planned infrastructure and construction in the ACT and for ensuring the ACT maximises the share of the stimulus package it receives. The Taskforce

has also been tasked with identifying changes to systems, procedures, practices or policies that are required in order to meet the timeframes set by the Australian Government.

Within TAMS, the Economic Stimulus Package provided a valuable injection of funds for community, transport infrastructure and heritage programs.

Transport Infrastructure

There are several components under the Economic Stimulus Package including National Highways Network Maintenance, Roads to Recovery, Black Spot and Heavy Vehicle programs.

In 2008–09, the ACT Government received Nation Building funding for:

- National Highway maintenance – Barton and Federal (National) Highways – \$100,000
- Remediating high priority danger spots on Canberra's roads (Black Spot program) – \$1.8 million.



Eight Black Spot program projects were identified by a panel of independent road safety experts. The details of the funded projects are:

- \$524,000 to install traffic signals at the intersection of Yamba Drive and Mawson Drive in Mawson
- \$325,450 to upgrade the existing traffic signals at the Drakeford Drive and Erindale Drive intersection in Oxley
- \$287,450 to upgrade the road surface and improve signage at the intersection of Hindmarsh Drive and Dalrymple Street in Red Hill
- \$170,450 to install directional signage at the Cooyong and Mort Street intersection, Braddon
- \$15,450 to construct a high angle approach to improve left turn movements from Morphet Street onto Northbourne Avenue, Dickson
- \$58,450 for line marking and signage improvements at the Ginninderra Drive and Kingsford Smith Drive intersection, Florey
- \$70,450 to upgrade edge lines on William Hovell Drive from Coppins Crossing Road to Drake Brockman Drive, Belconnen
- \$340,000 to install traffic signals at the intersection of Luxton Street and Lathlain Street, Belconnen.

Work on six of these projects commenced in 2008–09, with work on the remaining two projects expected to commence early in 2009–10.

Auslink funding is now included in the ESP. The following projects are to be delivered over the next four years:

- Airport Roads – \$30 million
- Lanyon Drive Stage Two – \$ 7.5 million

- Maintenance of Barton and Federal (National) Highways – \$2.35 million
- Black Spot program base funding – \$610,000.

The ACT Government has provided matched funding for the Airport Roads project and \$3.5 million for the Lanyon Drive project.

Community Infrastructure Program

The ACT has received \$2 million under the Regional, Local and Community Infrastructure Program (RLCIP) to upgrade Eddison and Glebe Parks. The Eddison Youth Recreation Facility will provide youth spaces, performance stages, rest and respite areas, art display areas and a street style skate plaza with rideable objects such as railings and steps.

The Glebe Park Upgrade will include a new shade sail over the existing playground, a multifunctional seating and play wall and an events stage in the southern zone of the Park.

Heritage-Related Projects

Heritage-related projects will be funded under the Local Jobs stream of CIP. The ACT Government's application to restore the Old Tuggeranong Schoolhouse was recently approved with funding of \$75,000 under this component of the CIP, with work to be completed by January 2010.

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Analysis of Agency Performance: Community and Infrastructure Services

Business Overview and Services

The Community and Infrastructure Services Network has three distinctive streams of services comprising regulatory, community and strategic infrastructure services to the community and across government.

ACT Library and Information Services (ACTLIS)

ACTLIS provides library services through eight public libraries, two mobile libraries, home library services, the Government and Assembly Library, the ACT Heritage Library and the library website. ACTLIS has a vital role in learning, literacy and informing the citizens of the ACT.

After a review of membership records ACTLIS has an active membership of 178,619 library members with loans at 2,561,820. There were 148,246 hours

of community internet access. In 2009, the TAMS community satisfaction survey rated the services of the public libraries as very high.

The range of programs hosted by the library has grown during 2008–09, and has been supported by partnerships with organisations such as Council on the Ageing, the Little Big Book Club and the Canberra Multicultural Community Forum.

Visits to the ACTLIS website and use of online collections grew strongly during 2008–09, with evidence that many library members are using these services very effectively to satisfy their information, education and recreation needs. ACTLIS has focused on online literacy and learning resources such as BookFlix, a literacy resource for young children.

The ACT Government has demonstrated its strong commitment to libraries and library collections by funding the Enhancement to Library Collections project. A major focus has been improving children's and literacy collections. New collections in these areas, such as interactive books and beginner non-fiction have been developed while existing collections such as picture books have been enhanced.



The ACT Heritage Library preserves and makes accessible the rich social history of Canberra. This year the Heritage Library acquired the records of the Canberra Baptist Church, Canberra Art Society, former ACT Speaker Wayne Berry's personal papers, and the Children's Book Council of Australia – ACT Branch and the Monaro Folk Society – including records of establishment of the National Folk Festival. Of special note is the donation of Jill Waterhouse's research papers, including research records on more than 3,000 local convicts, the history of Lanyon, the Causeway and the explorers Sturt and Eyre, both of whom were early local landholders.

The Government and Assembly Library conducted 41,492 reference searches during 2008–09 on behalf of Members of the Legislative Assembly, their staff and government agencies. From 1 July 2009, the Government and Assembly Library will transfer to management by the Speaker of the Assembly. On behalf of all other ACT Government agencies, TAMS will purchase library services from the Assembly Library managed by the Speaker.

This year, ACTLIS undertook an extensive tender process to provide RFID technologies. The successful bidder was the Australian company FE Technologies. The application of radio frequency tags to the library's 530,000 items commenced in April 2009. The new system will be fully operational early in the new financial year.

The review of the existing joint use libraries in the ACT was completed and the results have informed the planning for the new Gungahlin Library. The plan for the new Gungahlin Library has been finalised in preparation for issuing the tender for construction of the library. The construction of the library is part of the Department of Education Gungahlin College project.

Library staff and the community have come together to provide their ideas and priorities for ACTLIS for the next five years. The Library Plan has been developed, for Government consideration.

In the first half of the new financial year, ACTLIS will open a new and innovative library in Kingston. The Kingston Library will deliver services targeted to the local community, including adult fiction and non-fiction, children's books, large print and audio books, newspapers and magazines. Story time and other programs for children will be conducted in the library as well as activities for seniors.

ACT Property Group (ACTPG)

ACT Property Group manages Territory-owned commercial buildings and acts as lessee on behalf of the Territory for commercial leases. The Group also manages government office accommodation and community/multipurpose buildings and evaluates the future use of properties that become surplus to agencies' service delivery needs. The Group is currently responsible for managing 171 owned properties across the ACT and 27 leased properties.

ACTPG undertakes a range of whole-of-government functions such as the evaluation, disposal or adaptive reuse of surplus government property; preparing the government accommodation strategy; managing the ACT Government Real Estate Policy and strategic policy development and coordination in relation to property issues, strategic asset management, facilities management and energy procurement.

In 2008–09, the ACTPG which manages around 85,000 m² of owned and leased office accommodation, received \$92.5 million in revenue from rent and the delivery of property projects and

services. A dividend of \$3.665 million was paid to the ACT Government. The Group manages a planned maintenance program for all owned properties. In 2008–09 this included 160 projects. In addition, a \$5 million Works Program was undertaken on approximately 41 owned properties.

ACTPG offers facilities management services to all ACT agencies. These include Occupational Health and Safety works as well as flood, fire and vandal damage, mandatory inspection services (fire, lifts, and cooling towers) and other programmed maintenance works for a range of customers. During 2008–09, ACTPG provided ACT agencies with \$36.8 million of facility management services.

An important activity for the ACTPG is making a substantial contribution to the look and feel of Canberra. The graffiti removal program ensures assets are cared for and reflect the pride of the community. The Group also maintains the Canberra Times fountain, the Civic Square and other fountains and memorials across Canberra.

Flags and Banners are flown to add colour and vibrancy to the city, to inform the community about significant events and to reflect the role of Canberra as the nation's capital. Flags and/or banners were flown for Anzac Day, Canberra Day, Christmas in the City, Pacific School Games, National Portrait Gallery opening and to celebrate international events and visits from Heads of State.

During 2008–09, accommodation efficiencies were realised to achieve the current utilisation rate of 17m² per person, a reduction of 0.3m² from 2007–08. Further efficiencies will be realised over

the next two years, including the relocation of the Emergency Services Authority to Fairbairn.

ACTPG manages several unique properties including the Parkwood Road Recycling Estate, the Hume Resource Recovery Estate, three Business Parks which provide accommodation for small business, and a number of significant heritage sites such as Albert Hall and the Tuggeranong Homestead.

A major community tenant has agreed to relocate to the Blaxland Centre in Griffith in early 2009–10. It will occupy the entire first floor of the building. Planning is advanced for another major community arts tenant to occupy the major portion of the ground floor.

The Whole-of-Government Accommodation Strategy has been substantially completed, with financial savings realised for accommodation costs across the ACT Government. The final part of the strategy is currently underway, and will result in the completion of the new accommodation for the ACT Administrative and Civil Tribunal and detailed planning completed for the future accommodation of Justice and Community Safety and the Office of Regulatory Services.

A customer satisfaction survey was carried out in late 2008. The survey provided useful feedback to help improve facility management. Satisfaction with facility management amongst community tenants has increased markedly since the last survey in 2005, with over 90% of respondents saying performance was 'Acceptable' to 'Very Good'.

The Albert Hall Capital Works Reference Group was established to assist with the refurbishment of the Albert Hall. Membership includes Friends of the Albert Hall and a heritage architect was engaged to advise on the scope of works.

The ACT Property Group works closely with the Government Property Group (GPG) which consists of government agencies responsible for managing government office buildings throughout Australia. In September 2008, the ACTPG hosted the annual meeting of the GPG. The ACTPG also led a GPG working group which is establishing a set of indicators associated with use of office buildings to help benchmark performance across jurisdictions.

ACTPG is also actively engaged with the GPG in meeting its Council of Australian Governments (COAG) obligations to develop a National Framework for Sustainable Government Office Buildings and to develop a National Greenhouse Policy.

Asset Services Group (ASG)

ASG comprises the Asset Acceptance and Asset Information teams. The Asset Acceptance team is responsible for reviewing and checking development proposals and applications to ensure compliance against Territory standards, as well as inspecting and operationally accepting civil and landscape works that are constructed for the Territory. The Asset Information team is responsible for managing and enhancing a wide range of information systems, databases and other software products that allow the Business Units of TAMS to manage their assets and make asset information available to the community.

The key outcomes for the group during 2008–09 were as follows:

- The successful processing of 1,372 DAs and associated submissions

- The implementation of plans and associated procedures to enhance the whole-of-TAMS arrangements for receiving and responding to DAs and associated submissions in a more coordinated and organised manner
- Progressing to its final stage, the upgrade of the TAMS Integrated Asset Management System (IAMS) to the latest version to provide improved stability and capability
- The reconfiguration of IAMS to enable TAMS via Roads ACT and Canberra Connect to assume responsibility for stormwater fault logging and tracking following changes to the stormwater contract
- The implementation of a program to digitise a significant volume of irreplaceable technical drawings and plans relating to the construction of Territory infrastructure since the 1970s
- The audit and validation of data held in the traffic control device inventory to ensure that developers have external access to accurate and complete information about the ACT's Traffic Control Devices when preparing development proposals or temporary traffic plans.

Canberra Connect

Canberra Connect provides the community with access to ACT Government information and payment services through a single, recognisable brand. Canberra Connect service channels include:

- Four full service shopfronts located in Woden, Tuggeranong, Belconnen and Dickson
- A drivers licence service in the Civic Library
- A telephone contact centre on 13 22 81

- A comprehensive suite of online services, such as www.canberraconnect.act.gov.au. Canberra Connect also manages whole-of-government arrangements for Australia Post Bill Pay, Comm Web and BPay, to supplement the primary service channels of face to face, phone and web.

The Canberra Connect branch incorporates the Territory Records Office. This includes the statutory role of the Director, Territory Records Office, and responsibilities for the functions under the *Territory Records Act 2002*. It also includes the TAMS Records Manager, who provides advice to the Chief Executive and supports staff in implementing and complying with the record keeping practices required under the *Territory Records Act 2002*.

Since 2000–01, Canberra Connect has built a reputation as a quality service provider, delivering award-winning information and payment services to the ACT community on behalf of all ACT Government agencies. Canberra Connect maintains a central focus on customer service, whether that is delivered by team members in the shopfronts, the contact centre, or online.

During 2008–09, Canberra Connect continued to increase the number of services available online to over 420, covering a broad range of individual resident, business and government transactions. The electronic forms and online payment facility, SmartForms, also grew with the introduction of several new services relating to the Skilled and Business Migration Program, as well as new online options for the payment of Sportsgrounds Hire, Residential Land Rent and Failure to Vote transactions. A self-assessment questionnaire relating to the Fall Prevention program was also implemented for ACT

Health. A joint initiative between TAMS and the Australian Federal Police (AFP) saw the automation of the reporting of Vehicle Collisions in the ACT. This highly complex form is being successfully trialled by AFP Officers, with a version of the form to support vehicle crash reporting by the community under development. A SmartForm is also being designed to support online applications and payments for services provided by the recently established ACT Civil and Administrative Tribunal.

Canberra Connect also continues to promote and grow the eLockBox payment channel for business to government payments. This channel enables businesses operating in the ACT to make fast and secure payments to the ACT Government for bills such as payroll tax and offers substantial business benefits to agencies through the automation of reconciliation, providing improvements in data accuracy and timeliness.



The Canberra Connect services portal, www.canberraconnect.act.gov.au, continues to grow in popularity, with a clean fresh look and improved functionality to respond to the changing needs of the community. During the course of 2008–09, visits to the services portal increased by 14% over the previous year.

The Canberra Connect Shopfront service completed a range of improvements during 2008–09 to enhance the customer service experience. Two wheelchair accessible counters were added to both the Tuggeranong and Dickson locations, now completing accessibility improvements to all Canberra Connect shopfronts. In addition, a comprehensive review and upgrade of security arrangements was completed, ensuring safety for both customers and staff.

The number of concierge positions in each location has been doubled, ensuring an experienced staff member is available at all times to assist customers in the waiting area, prior to being served. The shopfront network served over 500,000 customers during 2008–09.

Canberra Connect has also experienced rapid growth in the community uptake of customer self service options. The Integrated Customer Service System in particular has proven popular, enabling citizens to submit and track service requests and feedback to government online, from the comfort of their own home or workplace. Over 20,000 items of feedback were submitted to the ACT Government during 2008–09, using this Canberra Connect system. The system was also upgraded during the year and implemented in CIT student hubs.

Canberra Connect created the Archives ACT website which was launched in July 2008 to coincide with

public access to older ACT Government records. In addition, Canberra Connect continues to manage and enhance a range of websites on behalf of ACT Government customers, including separate websites for TAMS, ACTION and the Territory Records Office. A major review of the TAMS website was completed during the year, with a range of enhancements being progressively implemented. The whole-of-government bookings system was also enhanced during the year, with the creation and launch of an online water ski booking service for customers.

Canberra Connect commenced a major ICT related project during 2008–09 to replace the whole-of-government payment and receipting system (RAPS). This is the largest project ever undertaken by Canberra Connect and when completed in 2010–11 will enable all ACT Government agencies to leverage a common payment and receipting application to provide streamlined payment services to customers, while containing costs through the use of shared infrastructure and service capabilities. The new RAPS system will also complement and support the existing Canberra Connect and third party payment channels.

In 2008–09, Canberra Connect initiated the strategic coordination of Information and Payments cross government committee. This group has been tasked to better coordinate customer service arrangements between ACT Government agencies to deliver more effective streamlined and efficient services to the community. The group is working on a range of exciting projects that in time, will demonstrate the ability of the ACT Government to respond with innovative service solutions to meeting the future needs of the community.

Roads ACT

Roads ACT manages the construction and maintenance of roads and associated infrastructure in Canberra. This includes the setting of standards, preparing contract specifications and developing policy for commissioning. Roads ACT is also responsible for the operation and maintenance of Canberra's roads, bridges, community paths, driveways, street signs, line marking, traffic signals, street lighting and urban stormwater drainage assets.

The 2008–09 road resealing program included work on a total of 33 Territory roads with 180 municipal streets and car parks also resealed. Emulsion bitumen techniques were used extensively in addition to hot bitumen. Included were sections of Tuggeranong Parkway, Belconnen Way, Ginninderra Drive, Drakeford Drive, Hindmarsh Drive and Lady Denman Drive, as well as municipal streets in Gilmore, Gordon, Holder, Isabella Plains, Waramanga, Richardson, Braddon, Cook and Downer.

Due to market conditions, a smaller asphalt overlay program was undertaken with significant work carried out on 18 sites, including 12 intersections/roundabouts. As a part of this program, a section of the southbound lane on the Tuggeranong Parkway adjacent to Scrivener Dam was resurfaced along with Norse Road where it joins Canberra Avenue. Intersections completed included the Federal Highway/Antill Street, Antill Street/Phillip Street, Mort Street/Elouera Street, Launceston Street/Burnie Street roundabouts, two intersections in Fyshwick and the Drake Brockman Drive/Spofforth Street and Summerland Circuit/Marconi Crescent intersections.

The ACT Government has committed \$3.44 million per year over the next four years, through the Capital Upgrade Program, to address various stormwater deficiencies. To assist in the prioritisation of the stormwater augmentation measures, all sites have been categorised in terms of risk level, ranging from 'Extreme' to 'Low'. A number of construction packages are currently under way to rectify stormwater problems in those areas which have been rated as 'Extreme'. Once all the 'Extreme' sites have been completed, the 'High' and lower risk sites will be addressed progressively in subsequent capital upgrade programs.

Roads ACT has undertaken a broad range of maintenance functions during 2008–2009, covering a range of public infrastructure. For example, as at 30 June 2009:

Road Sweeping	14,894 km
Footpath Maintenance	19,118 m ²
Sign Maintenance/Replacement	4,978 ea
Incident/Accident Responses	1,113 ea
Temporary/Permanent patch repairs	27,406 m ²

On-road cycling facilities were installed at various sites in conjunction with the resurfacing program. To encourage commuter cyclist travel, on-road cycling lanes were provided as part of the arterial and major collector road network, where it was reasonable and practical to do so.

Implementation of cycle facilities included:

- Belconnen main community routes: directional and behavioural signage and ancillary works constructed from Dryandra Street, O'Connor to Belconnen Town Centre via Belconnen Way and via the Australian Institute of Sport and around Lake Ginninderra
- Northbourne Avenue: construction of cycle lanes from Mouat Street to Barton Highway northbound and Swinden Street to Antill Street southbound completed
- Dickson to City main community route: construction of raised platform at De Burgh Street completed. Right of way changed from road users to path users
- David Street: safety improvements to Sullivans Creek main community route shared use path zebra crossing completed
- Launceston Street Phillip: construction of cycle lanes from Melrose Drive to Yamba Drive on both carriageways completed
- State Circle: design of cycle lane on the outer carriageway commenced
- Cotter Road: on road cycle lanes constructed from Uriarra Road to 400 m east of Settlement Drive Duffy and from Streeton Drive to Yarralumla Creek. Construction of cycle lanes from Yarralumla Creek to Adelaide Avenue and an off-road shared use path from Streeton Drive to 400 m east of Settlement Drive commenced.

The additional works remaining from Stage 1 of the Gungahlin Drive Extension (GDE) were completed in December 2008. This work included the duplication of Caswell Drive. The additional works have improved traffic congestion along the GDE in the Aranda precinct, particularly during the morning peak.

The associated Stage 2 works will complete the duplication of the GDE from the Barton Highway to Glenloch Interchange (including the construction of nine major bridges and a number of overpasses). The detailed design and documentation work associated with this project is currently in progress. The tender for the construction of these works was called in June 2009, with the construction work expected to be completed by June 2012.



Major road works for the Airport Road Upgrade commenced at the beginning of 2008 and will take approximately 18 months to complete. The road work includes the duplication of Pialligo Avenue between Fairbairn Avenue and Brindabella Circuit, as well as the grade separation of the intersection of Pialligo Avenue and Ulinga Place. Most of the works have been completed and the road has been opened for two-way traffic.

In addition to the Airport Road Upgrade, the Pialligo Avenue Duplication (Stage 1A, 1B and C) works between Fairbairn Avenue and Morshead Drive commenced in April 2008. This package of the works will be completed before December 2009. The work includes major upgrades to the intersections of Morshead Drive and Dairy Road roundabout, the conversion of the roundabout of Pialligo Avenue and the Monaro Highway to a signalised intersection, modification to Sylvia Curley Bridge and the upgrading of the section of Morshead Drive between Fairbairn Avenue and Pialligo Avenue.

Tharwa Bridge was reopened in August 2008 with the completion of remedial works to make it safe for use by the public. The bridge has reopened with a five tonne load limit. This work cost approximately \$6 million. Work on the full restoration of the timber bridge continues. A Development Application covering the conservation of the timber trusses and deck improvements has been approved. The hardwood timber used for the superstructure has been secured from the North Coast of NSW. The hardwood timber is being stored in Wagga Wagga by the RTA, which has been engaged to restore the timber trusses and bridge decking. The timber must be stored for 12 months to "season" before it can be sawn. The completion date for the fully restored superstructure is September 2011.

The current conservation project covering the timber trusses and bridge deck has funding authorisation of \$14.7 million. An additional \$11 million was also obtained to strengthen the foundations of the bridge. The total funding authorisation will be \$25.7 million with the work scheduled for completion by December 2011 for both the superstructure and sub-structure of the bridge.

Lanyon Drive will be duplicated from the Monaro Highway to Tomsitt Drive in Jerrabomberra as a jointly developed project between Roads ACT and the RTA. Stage 1 comprises the upgrade of the intersection of the Monaro Highway and Lanyon Drive to improve the safety and capacity of the intersection. Stage 1 of the works was funded through the Federal Government's *'Roads to Recovery'* program which commenced in May 2008 and was completed in June 2009.

Stage 2 of these works will involve the continuation of the duplication works along Lanyon Drive from Sheppard Street intersection with Lanyon Drive to the roundabout at Tomsitt Drive. A large portion of these works will be funded by the Commonwealth Government's *'Building Australia Program (2009-14)'*. The key features of the project include:

- The provision of additional lanes in each direction from Sheppard Street to Tomsitt Drive
- Widening and strengthening of the existing Jerrabomberra Creek bridge
- Demolition, reconstruction and duplication of the Letchworth Railway bridge.

The construction of these works (which is being undertaken as a joint RTA/Roads ACT project) is expected to commence in July 2009 with completion in 2010.

Cotter Road pavement rehabilitation commenced in early 2009 to address the poor condition of sections of the road pavement prior to the construction of the Cotter Dam Enlargement Project by ACT Electricity and Water (ACTEW) which will result in increased traffic volumes. These works are substantially finished and open to the public. A final wearing course layer will be applied in late 2009.

As part of the strategy to improve road user safety at signalised intersections, ten new signals were installed in 2008–2009. In addition, the traffic signal upgrade program continued with upgrades of controllers and LED lanterns at five locations.

Three traffic signal regional servers were upgraded and migrated onto the ACT Government computer network. The ACT safety camera program was expanded, with completion of a program installing fixed speed only cameras at nine locations.

Roads ACT continued to implement actions under the ACT Road Safety Action Plan for 2007 and 2008 and will continue to implement actions under a revised Action Plan covering the years 2009 and 2010.

A road safety media strategy report to support the awareness elements of the ACT Road Safety Strategy and Action Plan was completed during 2008–09. Roads ACT will be working with road safety stakeholders to implement the recommendations of the report. To date, this work has included the road safety campaign covering Christmas 2008 and Easter 2009 holiday travel.

Progress was made on projects funded under the Australian Government 'Black Spot' program. The Australian Government provided an injection of \$1.8 million to the ACT Government in addition to

the normal funding for the 2008–09 program year as part of the 'Nation Building' stimulus package.

Traffic management improvement measures at schools were implemented at Chapman, Fraser, Mt Rogers, Curtin, Macquarie, Weetangera, Taylor and Urambi primary schools, and at Wanniasa High School, resulting from the closure of Cook and Village Creek primary schools and Kambah High School at the end of 2007.

Programmed works on bridge joint replacement and handrail painting continued along with repairs to damaged bridges. The handrails on three bridges on Maribyrnong Street in Kaleen were heightened and safety fences constructed on the approaches to the bridges to improve safety for cyclists.

Transport Regulation and Planning (TRAP)

Transport Regulation and Planning is responsible for transport planning and develops regulatory policies on public passenger transport, driver competency, vehicle safety, heavy vehicles and parking practices. It is responsible for the implementation of the RTAs regulatory framework, including measures such as the accreditation of public passenger transport service providers, driver licensing functions, vehicle registration and inspection processes and audits of heavy vehicle compliance.

TRAP continued to focus on improvements to the provision of public passenger services throughout 2008–09, as well as undertaking activities to support strategic transport planning objectives.

TRAP guided the development of the government's Integrated Transport Framework, released in August 2008. The Framework provides a snapshot of current

transport planning and travel patterns, identifies four integrated transport principles to frame the government's transport decision-making in the future and gives an indication of future directions for transport in the ACT.

From September 2008 to January 2009, TRAP worked with an inter-departmental committee to oversee the development of a light rail submission for Infrastructure Australia's (IA) National Infrastructure Audit. National consulting firm Pricewaterhouse Coopers developed the submission in line with IA's timeframes. In December 2008, the project was included on IA's 'longlist' of nationally significant infrastructure projects that may be eligible for future Commonwealth funding through the Building Australia Fund.

An ACT light rail system was not included in the 2009–10 Federal Budget as one of the infrastructure projects to be funded from the Building Australia Fund. However, the interest in improvements to the ACT's public transport system, engendered by the light rail project, provides a basis to strategically consider the future geography of public transport, irrespective of the technology that is used.

The release of an additional 50 standard taxi licences in 2008 was completed, with the second ballot of 25 licences in October 2008. The release of these additional licences brings the ACT into line with the level of taxi supply in other Australian capital cities and should improve waiting times and the availability of taxis.

To improve the viability of Wheelchair Accessible Taxis (WAT) operations and the level of service to users, a policy change was implemented to allow greater flexibility to WAT operators in deciding the type of

vehicle they operate. WAT operators are now able to operate some single wheelchair capacity WATs, whereas all WATs were previously required to be capable of accommodating two wheelchairs.

An increase in WAT lift fee payments (for WAT bookings where a Taxi Subsidy Scheme voucher is not used) was implemented in March 2009. These payments assist in improving services to WAT users by making WAT operations more viable. Substantial incentive payments were also made available to WAT drivers over the 2008–09 Christmas/New Year period to help reduce waiting times for wheelchair users at a time when access to transport to participate in family and community occasions is particularly important. In May 2009, this initiative was extended to other significant holidays and family occasions throughout the year, and now includes Mother's Day, Father's Day, Easter, and ANZAC Day.

The Nightlink taxi initiative continued throughout 2008–09. TRAP managed the administration of subsidies for drivers, payments for marshals and the contracting of security services for Nightlink.

In 2008–09, an advisory group was established to direct the evaluation and updating of the *2004–07 Action Plan for Accessible Public Transport in the ACT* and to guide the development of an updated action plan for the future, taking into consideration the recommendations arising from the Australian Government's Review and the requirements of the *Disability Discrimination Act 1992*.

The green vehicles duty scheme (Action 7 of *Weathering the Change—the ACT Climate Change Strategy 2007–25*) commenced in September

2008. The green vehicles scheme is the first of its kind in Australia and encourages greater take up of green vehicles by applying differential duty rates to the purchase of new vehicles, based on vehicle environmental performance.

An exemption notice is now available for 6.5 tonne front axle masses (instead of the standard 6.0 tonnes) on heavy vehicles fitted with certain safety features. To provide for increased productivity and safety in heavy vehicle freight operations the ACT B-double exemption notice was updated.

The rego.act computer system is the Territory's register of motor vehicles, driver licences, traffic and parking infringement notices. During the financial year a significant program of enhancements was implemented. This included:

- ACTION Gold Card to provide free bus travel to residents 75 years of age and over
- Green Vehicle duties concession scheme to provide variable duty rates based on a vehicle's green vehicle rating

- Compulsory Third Party Insurance classification amendments for goods carrying vehicles under 4,500 kgs to reduce premiums for many vehicles in this classification
- Amended driver licence demerit point suspension process to ensure drivers are aware of the consequences of concurrent fine default and demerit point suspensions
- Vehicle registration and driver licence concession validation (Stage 1) to ensure all Centrelink and Department of Veterans' Affairs entitlement cards presented have valid customer reference numbers
- Public Vehicle Driver Authority Card that must be displayed by the driver of all public vehicles
- Compulsory Third Party Insurance package to facilitate industry competition for the first time in almost 30 years.

Legislative reforms were a priority this year, with the introduction of the *Road Transport Legislation Amendment Act 2009* and the *Road Transport (Mass, Dimensions and Loading) Act 2009* and the making of several sets of amendments to road transport regulations. These reforms/changes are summarised on page 38:



The *Road Transport Legislation Amendment Act 2009* provides for additional notice requirements about impending demerit points driver licence suspensions and clarifies provisions dealing with the camera detection of red light traffic offences.

The *Road Transport (Mass, Dimension and Loading) Act 2009* is based on national model legislation developed by the National Transport Commission to regulate the mass, dimension and load restraints for heavy vehicles, including compliance and enforcement of these regulations.

The *Road Transport Legislation Amendment Regulation 2008 (No. 1)* enables the Road Transport Authority to include information or other public interest material in registration and driver licence renewal notices, and has been used to allow organ transplant donor registration information to be sent to drivers with their driver licence renewal notices.

The *Road Transport (General) Amendment Regulation 2008 (No. 1)* allows the Road Transport Authority to round down a fee or charge to the nearest ten cents to accommodate the automatic rounding function of the electronic payment system.

The *Road Transport (Safety and Traffic Management) Amendment Regulation 2008 (No. 1)* allows motorists to report car accidents to the police using an electronic crash reporting system established jointly between the ACT Government and ACT Policing.

The *Road Transport Legislation Amendment Regulation 2008 (No. 2)* consolidates provisions dealing with the parking of heavy vehicles, including provisions from the 1997 Code of Practice and provisions for

enforcing restrictions on heavy vehicle parking. These amendments are consequential on the repeal of the *Land (Planning and Environment Act) 1991*.

The *Road Transport Legislation Amendment Regulation 2009 (No. 1)* makes a range of technical and minor policy amendments to the road transport legislation, including amendments to allow the Road Transport Authority to set standards for driver licence photos, to refuse an ACT driver licence where a person's interstate licence is about to be suspended and to appoint authorised medical reviewers to provide expert assessments of more complex fitness to drive cases.

The *Road Transport (Safety and Traffic Management) Regulation 2009 (No. 1)* includes two additional items in the list of speed measuring devices that may be used to detect traffic offences in the ACT.

TRAP continued the review of the *Road Transport (Alcohol and Drugs) Act 1977*, including consulting with key ACT Government agencies.

TRAP officers were engaged on a number of national reform programs in 2008–09. They provided significant input to national programs related to the Australian Road Rules, the Australian Vehicle Standards Rules, Performance Based Standards, Fatigue Reforms, heavy vehicle charges, Incremental Pricing trials, development of a national disability parking scheme and the development of a detailed paper for consideration by the Council for the Australian Federation on further harmonisation of vehicle registration and driver licensing arrangements across borders.

Significant involvement in the development of the National Transport Policy Framework driven by the

Commonwealth to very tight timeframes required the provision of significant comment, information and data throughout 2008–09.

Future Direction

ACT Library and Information Services

ACTLIS prepared the five year Library Plan in 2008–09 for Government consideration. This plan is designed to deliver 21st century library services to Canberrans. In 2009–10, ACTLIS will:

- Finalise implementation of the RFID system
- Commence construction of the new Gungahlin Library (to be completed in early 2011)
- Transfer the management of the Government and Assembly Library to the Legislative Assembly, under the Speaker's guidance
- Implement a new and innovative model of library services in the inner south of Canberra. A new shopfront library is being established in the Kingston shopping precinct (to be operational by December 2009).

ACT Property Group

In 2009–10, the ACT Government will commence implementation of a program of installing 'smart' meters in Government offices, owned and leased, to help improve efficiency in the operation of office buildings. This program will assist staff improve environmentally friendly practices. 2009–10 will also see the introduction of the ACT Government Real Estate Policy which will incorporate sustainable standards for office accommodation and lead to performance benchmarks to progress an ecologically sustainable approach to Government accommodation.

A widespread program of measuring the energy performance of existing office buildings will commence and ways to improve energy efficiency identified. For example, energy improvements could include energy efficient lighting mechanisms as well as more capital intensive investments such as the installation of energy efficient air conditioning.

When subleases for office accommodation become due for renewal and where appropriate, new clauses will be included to improve environmental performance. Green Lease Schedules will be developed as part of an on-going cooperation between the Commonwealth and State/Territory Governments to make it easier for all businesses to include green clauses in leases.

Asset Services Group (ASG)

2009–10 will see the ASG review an unprecedented volume of development plans and submissions. This is in addition to the increase in development in the ACT in response to the effects of the economic stimulus package. The group will also develop strategic plans for the replacement of legacy systems and continue to work closely with a number of Business Units within TAMS on their asset data information needs.

Other key areas for investment during 2009–10 include:

- The ongoing development of policies and procedures to support the effective administration and processing of Development Applications and associated submissions
- The reconfiguration of software and hardware to provide an enhancement to the ability of TAMS to manage its tree assets

- The completion of the IAMS upgrade project and the selection of a vendor for the provision of an asset management system following expiry of the current contract
- The implementation of new and the enhancement of existing information systems and data storage strategies to provide for more effective and cost efficient data storage for geo-spatial data within TAMS

Canberra Connect

During 2009–10, Canberra Connect will continue to drive the process for the strategic coordination of information and payments. This collaborative process will further ensure that as a small jurisdiction, the ACT leverages existing services and systems to deliver better outcomes for residents and visitors when interacting with the ACT Government.

Roads ACT

Construction will commence on the Kings Avenue–Parkes Way intersection upgrade. This is a National Capital Authority project and Roads ACT is providing technical support. The works will include the grade separation of Kings Avenue and Parkes Way with Parkes Way being lowered beneath Kings Avenue. The interchange will be similar in concept to the Gungahlin and Belconnen Way intersection with traffic signals on Kings Avenue. The design work has been completed and the preliminary works such as the relocation of services have already commenced. The construction is planned to commence after September 2009 for an approximate duration of 12 to 18 months.

The Residential Street Improvements program will continue the construction of local area traffic management measures identified from previous

investigations and investigate some new high ranking streets in the Warrant System database to determine what needs to be done to mitigate their high ranking.

The Bridges Upgrade program will continue to investigate the load carrying capacity of bridges on the B-double network and strengthen sub-standard bridges to enable the expansion of the Higher Mass Limit network in line with the Commonwealth's objective for higher productivity Performance Based Standard vehicles to access more of the general access network.

Construction of safety screens on high and medium risk bridges over roads with a speed limit greater than 60km/hour will continue.

The Cycle Facilities Upgrade program will complete the construction of a cycle lane on the outer carriageway of State Circle and commence the design and construction of an off-road shared path along Mouat Street from Ginninderra Drive to Northbourne Avenue.

The Road Safety Improvements program will review the design for the upgrade of the Hindmarsh Drive/Melrose Drive signalised intersection and construct the improvements over two years. The Traffic Lights upgrade program will construct improvements to the Wentworth Avenue/Cunningham Street signalised intersection.

The review of the Roads ACT Strategic Asset Management Plan 2008–2011 covering road assets commenced in the later half of 2008–09. Programs covering future one year construction, three year forward intention and five to 10 year indicative major works will be developed for both the recurrent maintenance and capital investment program requirements for road and road related assets.

Transport Regulation and Planning (TRAP)

Future priorities for TRAP include developing a Sustainable Transport Action Plan 2010–2016 (STAP). The STAP will help the government implement the Sustainable Transport Plan (2004) and the Integrated Transport Framework (2008). It will include transport strategies relating to parking, public transport, walking, cycling and transport infrastructure, and will set out the actions required from 2010 to 2016 to meet the projected transport demand of the City and town centres. The Plan will also integrate with sustainable transport and land use policy. TRAP will work with an inter-agency Transport Reference Group (TRG) – including senior representatives of all ACT Government agencies – to develop the STAP and its supporting strategies.

TRAP will also undertake community engagement in 2009–10 to seek public input into the STAP, with face-to-face consultation activities including roundtables, workshops and open house sessions, as well as with online opportunities for public comment through a Sustainable Transport website, online surveys, and an online discussion forum on transport issues at the community engagement website 'Bang the Table'.

During 2009–10, TAMS will progress a comprehensive review of taxi services and the taxi industry with a particular focus on improving services for users of WATs. The review will identify and address issues of concern to users of taxi services as well as those in the industry.

TRAP will continue to monitor taxi industry performance, maintaining a dual focus on industry provision of efficient and timely services to customers and improving the viability of taxi operations.

TRAP will continue to review the *Road Transport (Alcohol and Drugs) Act 1977*. Work in 2009–10 will include progressing reforms related to penalties for drink driving offences.

TRAP will monitor and report on progress of the *Accessible Public Transport in the ACT – Action Plan 2009–2012*, taking into consideration the requirements of the *Disability Discrimination Act 1992*.

Work will continue to be progressed to implement national reforms, including agreed amendments to the Australian Road Rules and Australian Vehicle Standards.

TRAP will remain engaged with the national reform agenda, including the new National Transport Policy Framework and other arrangements and forums relating to road rules, vehicle standards, vehicle registration and driver licensing.

The rego.act enhancement program will continue in 2009–10 with the following projects already planned:

- Concession validation (Stage 2) that will provide system to system validation of concession entitlements and enable over 26,000 concession holders the convenient option of renewing vehicle registration via the internet, Bpay, Australia Post Outlets and 24hr telephone access
- Motor vehicle dealer online processing will be significantly enhanced to provide access to additional transactions
- Registration enhancements to further protect against stolen, written-off or rebirthed motor vehicles being registered

- Additional system reporting to assist employers of public vehicle drivers to ensure driver licences are valid
- Links to the New Revenue Accounting and Receipting System due to be implemented in 2010.

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Analysis of Agency Performance: Enterprise Services

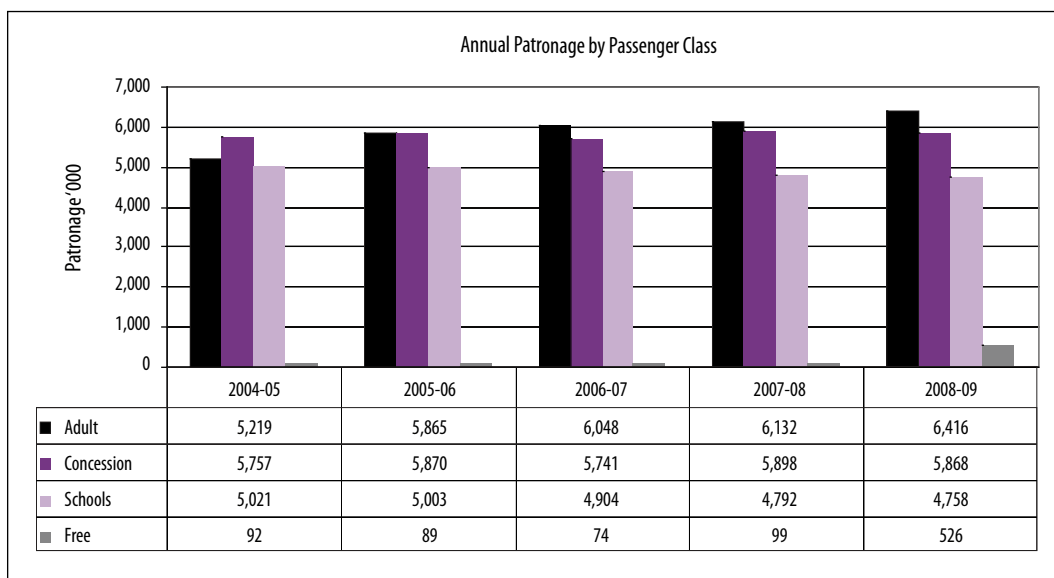
Business Overview and Services

The Enterprise Services Network of TAMS operates a wide variety of commercial businesses in a government environment, and has a strong focus on business development.

ACTION

Public transport in the ACT is provided by ACTION. Services provided include:

- Regular route services and dedicated school services providing a range of express and route services to and from all suburbs
- A special needs transport service, which is a door-to-door service for clients of the Department of Education and Training
- Charter bus services for schools, sporting bodies and other organisations hosting Territory events and festivals.



A new record for total daily patronage was recorded on 5 March 2009 with 77,619 passenger boardings. A new record for Adult patronage was recorded on 11 February 2009 with 25,963 adult passenger boardings.

ACTION currently operates a fleet of 393 buses. In 2007–08 \$8 million of capital funding was allocated for the purchase of 16 new compressed natural gas wheelchair accessible buses. The first two new buses were introduced into the fleet in June 2008 with the remaining 14 buses progressively introduced into the fleet by December 2008.

A further \$49.5 million of capital funding was allocated in 2008–09 for the purchase of approximately 100 new fuel-efficient Euro 5 specification wheelchair accessible buses. The buses will be introduced into the fleet from September 2009 through to June 2012.

The purpose of ACTION's fleet replacement over the next four years is to modernise the fleet to meet the *Commonwealth Disability Discrimination Act 1992* target of 55% accessibility by 2012.

For the existing fleet, an additional \$450,000 was provided in 2008–09 for the undertaking of major engine, transmission and driveline re-builds in order to extend their operating life from 12 to 20 years.

In 2008–09, a feasibility assessment was undertaken to identify a more effective integrated software package for Fleet Management and Inventory Control. A product has been identified through this process and the procurement process has commenced. The system has been specifically designed for the Australian Bus and Coach Industry by an Australian based company and has been successfully installed

in medium to large metropolitan operations across Australia for over 15 years.

ACTION is committed to reduce its carbon footprint. In order to achieve this, ACTION is currently developing a climate change response and sustainability strategy.

The Bike 'n' Ride program continues to grow in support with an average of 420 weekday boardings in March 2009. This result is a 20% increase on the February average of 348. Through the life of this program, ACTION has seen a 394% growth in bike rack usage. A record for the greatest number of bike rack usage in one day was achieved on 2 March 2009 with 500 passengers using the bike racks. Bike racks have been fitted to 115 buses.

In 2008–09, ACTION completed a procurement process for a new smartcard ticketing system. It is proposed that the new ticketing system be introduced within the next 18 months. As part of its introduction, a community education program will be provided on how the smartcard system will work and the options available to customers to add value to their card.

In December 2008, ACTION provided special late night 'Nightrider' bus services on Friday and Saturday nights and again on New Year's Eve. The aim of Nightrider is to reduce alcohol related offences, such as drink driving, by providing an alternative method of getting home after a night out. ACTION Nightrider carried a total of 1,879 passengers over two weekends and New Year's Eve.

The ACT Government's Gold Card initiative, introduced on 1 July 2008, allows Canberrans over 75 years of age to travel on ACTION buses for free all day. In

the 2007–08 Budget, the Government committed \$500,000 over four years towards this initiative. The Gold Card is linked to the existing older drivers' awareness program where it is recommended that drivers over the age of 75 years consider their driving circumstances. ACTION Gold Cards are issued from Canberra Connect Shopfronts. The program currently averages 1,400 trips per week day. Just under 6,000 senior Canberrans are registered as Gold Card holders. On 19 March 2009, a new Gold Card passenger daily boarding record of 1,661 was achieved.

ACT Public Cemeteries Authority

The ACT Public Cemeteries Authority is a Business Unit of the Enterprise Services Network. The Enterprise Services Network provides support to the Chief Executive of the ACT Public Cemeteries Authority and the Minister for Territory and Municipal Services, in relation to Part 3 and Part 4 of the *Cemeteries and Crematoria Act 2003*.

The ACT Public Cemeteries Authority produces its own Annual Report.

Australian Capital Tourism

Australian Capital Tourism (Tourism) is a destination marketing body charged with promoting Canberra as a tourism destination. Tourism leads the ACT and capital region tourism industry to create and implement a range of marketing and development programs that aim to significantly increase the economic return from domestic and international visitation. Tourism also provides comprehensive visitor information and reservation services through the Canberra and Region Visitors Centre and the website

www.visitcanberra.com.au. Tourism is an important industry for the ACT, contributing approximately \$1.2 billion to the ACT's economy and employing almost 13,000 Canberrans.

Tourism undertakes a range of marketing programs and activities aimed at enticing Australians and overseas visitors to discover the nation's capital, to explore our vast array of experiences, to stay longer, spend more and encourage repeat visitation.

In July 2008, Australian Capital Tourism hosted a media lunch in Sydney to promote Canberra to key national media outlets. Almost 90 guests attended the event to learn about Canberra's unexpected delights. The focus of the day was the promotion of NightFest, the new addition to 'Floriade 21 - Films that Shaped our Nation'.

Marketing activities were undertaken to promote the Floriade/NightFest/spring campaign. Advertising mediums used to promote Floriade 21 and NightFest included:

- Television: advertising throughout the month of August with Southern Cross Ten, including daily 'Floriade today' mention on morning news, 4 x 3 minute packages aired during Floriade, coverage of launch and lead up events, sponsorship of top rating shows
- Print/Press: advertisements appeared in *The Australian*, *Sydney Morning Herald*, *House and Garden*, *Canberra Times*, *Capital Magazine*, *City News*, *Empire Magazine*, *Better Homes and Gardens*

- Online: advertisements appeared on NineMSN, Search Google, Yahoo7!, Escape Travel, News Interactive – www.news.com.au
- Email: Two targeted promotions to nearly 60,000 addresses across Brisbane, Adelaide and regional NSW highlighting Floriade packages; two promotions as above for NightFest in Sydney, regional NSW, promoting ticket sales
- Websites: www.floriadeaustralia.com and www.visitcanberra.com
- Others such as Radio (on 104.7FM), Outdoor (bus shelters, signs, billboard at Canberra International Airport), banner on Qantas terminal at the Airport, Tourism's own publications.

Tourism partnered with four National Attractions to deliver a campaign to stimulate visitation over the summer period. Together with the opening of the new National Portrait Gallery, Culture Shock 1.0 took advantage of three other unique events/exhibitions that occurred in Canberra during the time (Degas: Master of French Art at the National Gallery of Australia, Darwin at the National Museum of Australia, and Over the Front at the Australian War Memorial) and brought them all together under one banner.

Campaign activities included a mixture of print advertising, online and email targeting Sydney and Regional NSW. The campaign helped raise awareness in these markets about the range of outstanding exhibitions open during summer. The campaign also provided the opportunity for the accommodation industry to package the experience thereby further extending the value of the partnership.

Tourism implemented a co-operative winter campaign to influence visitation to Canberra and

the region from June through to the end of August. The campaign was the core component of the ACT Government's tourism economic stimulus package. The winter campaign aimed to specifically address the low winter visitation period focusing on the core markets of Sydney and Regional NSW. Activities implemented were retail oriented and targeted families and couples to drive visitation through short break getaways. The campaign was delivered in the market over May and June 2009 and will continue to August 2009.

Tourism partnered with industry members to place a double page spread of holiday deals in the 2009 edition of Book Out Australia that was distributed on Australia Day through *The Age* and *The Sydney Morning Herald*. Book Out Australia was a Tourism Australia and Fairfax initiative to stimulate domestic travel taking advantage of Australia Day to launch the month long campaign. The publication allows tourism businesses to develop specific packages for consumers to purchase supported by a full page destination ad placed by Tourism.

Floriade 2008 was again an outstanding success, with a new record attendance figure, record direct visitor expenditure, record interstate visitation and solid visitor satisfaction levels. The total attendance figure for Floriade 2008 (which includes multiple visits by attendees) was 407,667; the largest attendance figure since records began and a 3.2% increase on 2007 attendance figures of 394,916. Of the total attendance in 2008, 377,419 related to Floriade day sessions and 30,248 related to Floriade NightFest.

As a clear demonstration of the event's capacity to provide significant economic benefits to the local community, the staging of Floriade 2008 generated

direct expenditure in the ACT totalling \$25.3 million—an increase of \$5 million (24.6%) on 2007. A key contributing factor to the rise in direct visitor expenditure were the 125,033 individual interstate and international visitors who came to Canberra specifically to attend Floriade or extended their stay because of it—up 14.6% on 2007. Within this total, interstate overnight visitors increased by 27.2%, while interstate daytrip visitors decreased by 1.5%.

The average length of stay for interstate overnight visitors who came to Canberra specifically to attend Floriade also increased—up from 2.6 nights in 2007 to 3.1 nights in 2008. The majority of interstate visitors in 2008 came from Regional NSW (37%) and Sydney (36.8%). Other markets of note included Victoria (12%), Queensland (6.3%) and South Australia (3.8%).

Overall, 97% of attendees surveyed at Floriade 2008 (day sessions only), were ‘very satisfied’ or ‘somewhat satisfied’ with the event—down slightly from 98.5% in 2007. The inaugural Floriade NightFest, a new event within the traditional Floriade, also proved to be a success, with three of the five special night-time openings selling out.

During 2008–09, the Canberra and Region Visitors Centre (CRVC) was successful in winning the ‘Visitors Information Services’ category in the Canberra and Capital Region Tourism Awards.

Throughout 2008–09 the CRVC promoted accommodation packages to major events/festivals such as Floriade/NightFest, Degas, Book Out Australia and Culture Shock Campaign.

The CRVC became a Ticketek outlet in September 2009 to service the large number of enquiries for Brumbies, Canberra Raiders and local events.

Product and Industry Development continued its role as the organisation’s face with the industry in Canberra and the region. Relationships were strengthened with key stakeholders including: National Capital Attractions Association; Canberra District Wine Industry Association, Australian Hotels Association, Canberra and Region Tour Operators Association; Canberra Accommodation Association; Capital Country Tourism, Tourism Snowy Mountains; and Tourism New South Wales and Tourism Australia.

Maintaining relationships through these associations, regional tourism organisations and State and Territory tourism organisations continued to create partnership opportunities, which provided efficiency in delivering many organisational objectives

The Product and Industry Development Team delivered the following programs in 2008–09:

- The 2008 Canberra and Capital Region Tourism Awards held at Parliament House with close to 400 people attending
- The 2008 Floriade Trail partnership project
- Coordinating advertising sales for 2009 Canberra and Region Holiday Planner
- Industry participation in the inaugural Taste of the Capital Region Marquee at Floriade
- Providing accommodation industry packaging opportunities for Floriade and NightFest 2008
- Production of a partnership guide providing opportunities for industry to work more closely with Tourism

- Working with key national attractions to develop the cooperative summer marketing campaign 'Culture Shock'
- Delivery of the 2008–09 Events Assistance Program (EAP). The program financially supported 20 events in order to enhance the tourism potential of those events, and therefore the economic return to the ACT. The EAP is specifically designed to assist event organisers in targeting interstate and international visitors.

Through these opportunities, Canberra and the region's businesses have had the opportunity to leverage off Tourism's campaign activity. The partnerships also foster the development of innovative product communication of broader experiences available at the destination in a clear and consistent format.

Tourism initiated and delivered a range of partnership projects and national collaborative forums during 2008–09, that included the following highlights:

- Continued involvement on the Australian Alps National Landscape working group representing the interests of the ACT in partnership with Parks, Conservation and Lands. Australian Alps was officially awarded National Landscape status at the 2008 Australian Tourism Exchange
- Continued role in the development of the Sydney–Melbourne Touring project in conjunction with the Tristate Touring Alliance. The alliance coordinated consistent branding presence with all major touring routes in the Sydney–Melbourne corridor and was represented at the 2008 Australian Tourism Exchange
- Involvement in the National Tourism Accreditation Framework working group

- Coordinating input for the National Long Term Tourism Strategy
- Involvement in the Australian Government's Tourism and Investment Forum.

Tourism participated in the following international trade activities during the year:

- Australian Tourism Export Council Symposium
- Australian Tourism Exchange
- 'Aussie Specialist' training throughout South East Asia.

Throughout the year, international consumer campaigns included participation by Tourism in the following:

- National Association of Travel Agents Singapore consumer fair in Singapore. This fair comprised 135 exhibitors, attracted 56,000 visitors and generated sales in excess of SG \$45 million
- Malaysian Association of Tour and Travel Agents consumer fair in Kuala Lumpur. This fair attracted 81,000 visitors
- Undertook over 20 public relations activities generating in excess of \$1 million publicity across the South and South East Asian markets
- 'Best of Australia' cooperative campaigns in Singapore and Malaysia. These campaigns consisted of press advertisements with cooperative partners Qantas, State Tourism Offices and local travel agents.

The ACT contribution to the above mentioned campaigns totalled \$168,500. The total value of the media generated was in excess of \$1.4 million.

The ACT also hosted approximately 100 inbound and wholesale staff, targeting both product and

reservations over a number of familiarisations with significant support from the Canberra suppliers.

Tourism participated in the following international trade activities during the year:

- Australian Tourism Export Council Meeting Place
- Australian Tourism Export Council Symposium
- Australian Tourism Exchange
- South East Asia Mission.

On the domestic front, Tourism undertook joint campaigns with Tiger Airways and Great Aussie Holidays.

Capital Linen Service (CLS)

CLS provides linen rental and laundering services to a wide range of clients in the ACT region. In the 2008–09 financial year it delivered over 5,000 tonnes of linen to its customers, which include public and private hospitals, aged care providers, hotels, restaurants, major tourist attractions and emergency services.



During 2008–09, CLS experienced steady growth in sales volume reflecting the increased demand in the health and aged care sectors. CLS completed the procurement for supply of dryers to replace 20 year old equipment, which when commissioned will increase the productivity of the laundry and reduce emissions. The CLS laundry business system was upgraded and will provide improvements in reporting and customer service.

The CLS quality management system ensured continuous improvement was achieved across a range of areas.

Staff training and development continued to be a key focus for CLS as part of its commitment to building organisational capacity and providing opportunities for its employees. The delivery of training and development programs reflect the diversity of the CLS workforce, and specifically its educational, cultural, linguistic and demographic characteristics. While the training program covered a broad spectrum, a number of key areas were targeted, including safe work practices, leadership and diversity. CLS was a finalist in the 2008 ACT Training Excellence Awards.

Territory Venues and Events (TVE)

TVE manages Manuka Oval, Canberra Stadium and Stromlo Forest Park. TVE's main responsibility is to manage these venues, their events, assets and resources, in a manner that promotes them as leading sports venues. In 2008–09, TVE hosted over 264 major events (Cricket, AFL, NRL, Super 14, A-League, Mountain Bike, and Football) and community events (local AFL, cricket, etc) across Manuka Oval, Canberra Stadium and Stromlo Forest Park.

During 2008–09, TVE continued to consolidate its position as the manager of Canberra's three leading sports venues. This was the second full financial

year that all three venues operated under TVE management. A significant amount of work was done to consolidate relationships with our major users and stakeholders, and to put in place more streamlined procedures and contracts across the three venues.

Significant work has been done on the development of facility master plans with supporting business cases for all three venues during 2008–09. This work will continue into 2009–10 as these plans are finalised and then presented to Government for endorsement.

In 2008–09, Canberra Stadium continued to be self-funded for recurrent expenditure by maximising its existing relationships with the major hirers, memberships, sponsorships and signage arrangements, despite the current economic climate having had some impact on revenue streams. Increased attendance at Canberra Raiders games have continued from the 2008 season and Brumbies attendances have been slightly higher on average than the 2008 season.

In 2008–09, Canberra Stadium hosted four international test matches, with three involving Australian teams. It is many years since Canberra Stadium hosted international football or rugby union involving Australian teams and all three matches proved successes in their own rights. TVE is confident that as a result, Canberra Stadium will host future matches involving Australia more frequently. The three matches played in 2008–09 were as follows:

- France v Scotland on 26 October 2008 as part of the 2009 Rugby League World Cup
- Australia's Westfield Matildas v Italy on 7 February 2009

- Australia's Qantas Socceroos v Kuwait on 5 March 2009
- Australia's Qantas Wallabies v Italy on 13 June 2009.

Attendance and game statistics at Canberra Stadium during 2008–09 were as follows:

- Total attendance of 114,453 at 12 Canberra Raiders games
- Total attendance of 95,467 at seven CA Brumbies games;
- Total attendance of 55,445 at seven other events/games
- Total attendance at all events in 2008/09 was 265,365.

A total of 111 functions and conferences were held at Canberra Stadium during the year. This represents a slight decline from previous years. TVE will continue to work to grow this as a revenue stream.



Significant works, maintenance or purchases for Canberra Stadium in 2008–09 included:

- Installation of a new Public Address system
- Upgrade works to the West Lounge
- Upgrade works to the fire ring main
- Replacing stormwater drains
- Installation of height safety systems in each light tower
- Installation of stair safety nosing
- Balustrade and handrail upgrades.

Attendance and game statistics at Manuka Oval during 2008–09 were as follows:

- Total attendance of 9,429 at four international cricket matches
- 91 national and local cricket matches and training sessions
- Total attendance of 35,269 at four major AFL matches
- 129 local AFL matches and training sessions.

A total of 356 functions and conferences were held in the Executive Boardroom and Bradman function room at Manuka Oval during the year. This represents a continued growth from previous years.

Significant works, maintenance or purchases for Manuka Oval in 2008–09 included:

- Replacement of the Public Address system in the Bradman Room
- Maintenance of vegetation and landscaping
- Minor upgrades to security and lighting at the grounds keepers area
- Road-sealing work around the venue.

Stromlo Forest Park remains a well-used recreational facility for all types of users. Mountain biking remains the strongest user of the facilities, however, there have been high numbers using the criterion cycling circuit, cross country running track and equestrian and fire trails. There have also been regular user groups including walking, dog sledding, bird watching and large numbers of family groups taking advantage of the facilities.

Stromlo Forest Park hosted various major events during the reporting period which included the following:

- Round of the 2008 Mountain Bike World Cup
- U15/U17 2008 Junior Cycle tour
- 2008 Scott 24 Hour event
- 2008 Urban Polaris
- 2009 Stromlo Running Festival
- ACT School Cycling Championships
- 2009 National Mountain Bike Championships
- 2009 National Cross Country Running Selection Trials.

Capital works at Stromlo Forest Park undertaken or commenced in 2008–09 include:

- Site works associated with the hosting of the 2008 UCI Mountain Bike World Cup and the 2009 UCI Mountain Bike and Trials World Championships
- Major tree planting
- Sealing of the Bushfire Memorial entrance road and car park, as well construction of a new road-cycle path connection from the Cotter Road side to Stromlo Forest Park

- Landscape improvements including the construction of a children's bicycle park, picnic shelter and barbecues and amenity improvements adjacent to the event pavilion
- Culvert improvement works on the Criterion Track
- Irrigation system upgrade.

TVE was asked to oversee the development of an ACT Motorsport Strategy during 2008–09. This work was completed in April 2009 and is currently being considered by government.

Yarralumla Nursery

The Yarralumla Nursery is a government-owned commercial wholesale and retail plant nursery. The nursery grows and supplies plant material for ACT Government landscape development projects, PCL and the ACT Government plant issue scheme.

The nursery also sells plant materials to local and interstate landscape contractors and undertakes contract growing for the nursery industry, Greening

Australia, hobby farmers, rural land owners, district councils and other government departments.

In continuing drought conditions, the nursery focused on further advancing its program for the efficient use of water. It completed a water use master plan for its Pialligo location which will be implemented over the next five years and continued to enjoy the benefits of the water recycling system at its Yarralumla location that allows for effective water usage within the nursery.

In line with the first action plan of *Weathering the Change – the ACT Climate Change Strategy 2007–25*, the nursery doubled the free plant issue scheme to new home owners in the ACT. This has had a positive influence on the take-up of the scheme.

The nursery continues to be Eco Warranty Certified for its Environmental Management System as well as maintaining its Quality Assurance Certification ISO9001. The nursery has appointed a marketing manager to concentrate on reinforcing and expanding the customer base. The increased focus on a marketing strategy will assist to bring the



production program in line with customer needs and more effectively engage customers and industry stakeholders. This shift in focus will also enable the nursery to maintain a keen observation of new trends in landscape design, particularly in the context of changing environmental conditions.

The nursery was involved in several major projects including Floriade, the Canberra International Arboretum and Gardens, the National Library podium restoration, PCL street tree planting programs, Stromlo Forest Park, Parks, Conservation and Lands One Million Trees project, Goodwin village refurbishment, West Macgregor Estate (part), Forde Estate (part), Franklin Estate (part), Reconciliation Place plant supply, Pialligo Ave upgrade (part), St. Andrews village refurbishment, Botswana Embassy, East Timor-Leste Embassy and the Dry Spell Gardens program for Fox Television.

Throughout the year, the nursery has continued to focus on the review of existing operational procedures and the development of new operational procedures with a view to increasing output, reducing costs and efficiently utilising its resources. For example, the nursery adapted the automatic potting machine to take two new containers, and introduced a direct striking system into propagation saving time and labour.

Yarralumla Nursery demonstrated its ongoing commitment to the community through operating successful work-for-the-dole, re-deployment and volunteer programs. It also maintained its longstanding partnership with Koomarri Job Match, Black Mountain School and continued to provide School Based Apprenticeships and Work Experience for college students.

Future Directions

ACTION

In 2009–10 ACTION will:

- Introduce ACTION's new bus ticketing system
- Continue to implement ACTION's bus replacement strategy to meet Disability Discrimination Act (DDA) targets
- Continue to enhance ACTION's bus services to meet Canberrans' public transport needs
- Improve the efficiency and effectiveness of ACTION operations and workforce
- Continue to explore opportunities to market ACTION services and improve revenue potential
- Continue to explore opportunities for business redevelopment and improvement
- Reduce ACTION's carbon footprint and emissions.

The ACT Government provided \$1 million for ACTION to undertake a trial of a Bus Rapid Transit service, the Rapid Express Direct Service (REDEX). Following the evaluation of the REDEX service, and depending on its success, ACTION will consider trialling further bus rapid transit services in other areas.

The 2009–10 capital budget for ACTION is centred on the bus replacement program whereby 34 new buses are planned to be delivered. This is a part of the bus replacement program of 100 buses over the next three years. In addition, ACTION plans to complete and implement the new ticketing system and to continue its capital upgrade program to improve both safety and security for customers and staff.

Australian Capital Tourism

During 2008–09, Tourism undertook a comprehensive strategic planning phase. Strategic plans include:

- Five-year Strategic Plan: This plan provides the basis for Tourism's business planning activities from 2009–10. The key outcomes of the strategic planning process included:
 - Engagement and consultation Tourism's management team to develop a vision statement, key strategic priorities and key performance indicators for the organisation
 - Engagement with industry stakeholders to identify strategic issues that could contribute to sustainable tourism development, and produce a consolidated report outlining key findings of the whole industry consultation program
 - Identification of global trends of influence to Tourism's operations over the next five years
 - Advice on key sectors which require additional expertise and input of these sectors into the plan
 - Advice, recommendations and options on the appropriate organisational structure and related skill sets required for Tourism to support objectives of the Strategic Plan, for internal consideration.
- Events Attraction Strategy: The strategy identifies significant events suitable to the ACT that have the capacity to become 'hallmark events' and deliver significant tourism outcomes and ultimately economic benefits to the Territory. The key outcomes of this strategy included:
 - Identification of short, medium (five year) and long term (10 year) event targets including a broad and balanced base of events relating to food and wine, music, arts and culture, and sport
 - Audit of current and future event related infrastructure capacities, including accommodation, transport and venues
 - Recommendations on specific event acquisition approaches, including contact details
 - Revision of Tourism's current EAP and recommendations regarding its strategic objectives to ensure it supports the overall Events Strategy
 - Advice, recommendations and options on the appropriate organisational structure and related skill sets for the Tourism Events Unit that supports the objectives of the Strategic Plan, for internal consideration.
- E-marketing Strategy: The primary objectives of this strategy are to:
 - Evaluate Tourism's existing online activities and how these are working to achieve our business requirements
 - Develop an organisational wide, integrated E-strategy that will form the basis for Tourism's future online activities.

The re-development of the Tourism website will improve online bookings and revenue generating opportunities and provide online publication distribution as well as media and trade content. It will also enhance 'usability' with improvement in the sites functionality, design and content.

Five-year Floriade Strategic Plan—The Plan has been developed to shape and guide the future of the event. It provides a blueprint to focus Tourism's activities in developing and growing Floriade as a world-class event. The development of this plan is fundamentally the first step in adopting a strategic approach to addressing the challenges and opportunities presented to Floriade. It recognises the importance of ensuring Floriade continues to remain relevant, encourages repeat visitation and increased length of stay, and identifies the need to diversify its target markets.

An additional \$5.3 million over four years has been provided in the 2009–10 budget for Tourism to increase the economic benefit generated through events and domestic marketing (specifically, visitation in the Autumn period and enhancements to Floriade and Floriade NightFest in 2009).

Capital Linen Service

In 2009–10, CLS will continue to focus on the key areas of service delivery, environmental sustainability, financial sustainability and the provision of a safe and satisfying workplace for its entire staff.

CLS will continue to monitor market developments, including a trend in the health sector towards the use of disposable products, and identify innovative ways to respond. The strong growth in the health and aged care sectors offers opportunities for new business.

Territory Venues and Events

TVE will continue to actively foster the utilisation of its venues for major events (both existing and new), and to continue to grow function revenues from use of its facilities.

A major part of TVE's work in 2009–10 will be the finalisation of facility master plans and business cases for Canberra Stadium, Manuka Oval and Stromlo Forest Park. These plans will need to be presented to government for endorsement and will form the basis for future development at all three venues. Of particular focus will be development of a tourist accommodation facility at Stromlo Forest Park.

During 2009–10, TVE's other major priorities will include:

- Implementation of the 2009 UCI Mountain Bike World Championships at Stromlo Forest Park
- Implementation of the ACT Motorsport Strategy, including the establishment of an off-road motorcycle facility
- Soil conservation works at Stromlo Forest Park
- Implementation of security upgrades and minor capital works at Canberra Stadium and Manuka Oval
- Resolution of the long-term ownership of Canberra Stadium
- Input into discussions with the Canberra Raiders, Brumbies Rugby and the AFL on their renegotiation of their major agreements with the Government and venue hiring agreements.

Yarralumla Nursery

During 2009–10, the nursery will continue to implement procedures to improve and expand its Pialligo container growing facilities and employ labour saving infrastructure as part of its continuous improvement program. This will be necessary in order for the nursery to increase its deciduous tree

propagation program to meet the requirements for 1,000,000 new trees in the Canberra region, which is part of the first action plan of *Weathering the Change – the ACT Climate Change Strategy 2007–25*.

The nursery has also begun the implementation of the Water Use Master Plan by improving irrigation methods and infrastructure at the Pialligo and Yarralumla. Production and propagation processes and procedures have been improved, with the marketing strategy also reviewed and updated to better position the nursery for the future.

The nursery has received \$200,000 in funding for the restoration and preservation of Hobday's cottage and English Gardens in 2009–10. These works will enhance the visitor experience and improve the

capacity to educate the public about the history of Canberra's original early plantings located in the beautiful historic gardens. Preservation of the English Garden will also provide a learning centre for horticulture students and hobbyists to learn plant identification and culture, and observe and study plant growth in this climate.

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Analysis of Agency Performance: Environment and Recreation

Business Overview and Services

The Environment and Recreation Network is the single land manager for the ACT Government and is also responsible for managing Canberra's extensive parks, nature reserves and open spaces. The Network ensures that sport and recreation programs, services and facilities are professionally organised and promoted to support and increase participation in the ACT including the delivery of elite and community sport programs. The Network is also responsible for waste management for the Territory and regulates

biosecurity, animal welfare and heritage activities using compliance and licensing frameworks that help protect and preserve natural and cultural values.

On 10 November 2008, the Administrative Arrangements 2008 (NI2008-526) enabled the government's decision to establish a new department in the ACT Public Service - the Department of the Environment, Climate Change, Energy and Water. Accordingly, from 10 November 2008, DECCEW assumed responsibility for policy and programs relating to the environment, climate change, energy and water, including policy relating to waste management.

Within the Environment and Recreation Network, three business units were directly affected by this change—Sustainability Programs and Projects, Environment, Protection and Heritage and Sustainability and Environmental Policy Coordination. However, the Heritage Unit, Licensing and Compliance Unit and ACT NOWaste, which were previously part of two of these Business Units, remained within TAMS.

The Annual Reports (Government Agencies) Act 2004 Part 2, 5 (2) and (3) states:

"the chief executive of an administrative unit must, for each financial year, prepare a report (a chief executive annual report) about the operations of the administrative unit during the year. Financial year includes, for an administrative unit that begins operation during a financial year, the part of the financial year during which the administrative unit operates."

Accordingly, an analysis of agency performance for the above areas is included for the period 1 July to 9 November 2008.



Sustainability Programs and Projects (1 July to 30 November 2008)

The Sustainability Programs and Projects Branch comprised five units—Climate Change, Canberra Integrated Urban Waterways, Natural Resource Management, Program Implementation and Energy Efficiency Projects.

The Natural Resource Management unit managed the Australian Government's 'Caring for our Country' initiative which commenced on 1 July 2008. Funding from the Australian Government of \$900,000 complemented \$450,000 in ACT Government funding. This funding provides for the support of key community-based natural resource management activities in the Territory, including engaging the community in the recovery of the Lower Cotter water supply catchment, local Landcare and Park Care groups, Waterwatch and community catchment groups. The funding also supports work by the ACT Government to protect and recover breeding populations of the endangered Northern Corroboree Frog, including rehabilitation of their natural habitat—the sub-alpine bog systems in Namadgi National Park.

The ACT Natural Resource Management Council, supported by the Natural Resource Management team, released for public comment in September 2008 a draft natural resource management plan for the Territory titled *Bush Capital Legacy: iconic city, iconic natural assets*.

The Climate Change Unit had the responsibility for overseeing and reporting on the government's Climate Change Strategy and Action Plan. During

the reporting period a monthly climate change newsletter was developed and published on the TAMS website and covered issues such as progress against the actions of *Weathering the Change*, Greenpower, the ACT Sustainable Schools program and the ACT government program to install energy efficient street lights.

The Program Implementation Unit was responsible for developing and providing rebates and advice and incentive programs in the areas of energy and water efficiency, waste minimisation and sustainable education. The Unit also supported and reported on delivery of the *Think water, act water* strategy. During the reporting period, the Unit managed the delivery of:

- Water programs including ToiletSmart, GardenSmart, Commercial Building Bathroom Retrofit, Rainwater Tank rebate and the IrrigationSmart Pilot. The Unit also reviewed the delivery of the Greywater Hose Giveaway programs
- Energy efficiency programs including ACT Energy Wise, HEAT Service, WEST program and the Community Group Energy Efficiency Fund
- Waste minimisation programs associated with the Materials Recycling Facility Education Plan, SecondHand Sunday and development of pilots for the OfficeSmart and BusinessSmart recycling programs
- The Sustainable Schools program including the Australian Sustainable Schools Initiative and indoor and outdoor water audit programs.

The Energy Efficiency Unit was set up in late October 2008 and commenced business planning prior to the transfer to the Department of the Environment, Climate Change, Energy and Water.

Environment, Protection and Heritage (1 July to 30 November 2008)

The Environment Protection and Heritage Branch comprised the Environment Protection, Water Resource Management, Licensing and Compliance and Heritage Units. The Environment Protection and Water Resource Management Units transferred to DECCEW in November 2009.

During 2008–09 the Environment Protection and Heritage Branch undertook activities to reduce adverse impacts on human health and the environment including:

- Commenced the authorisation of service stations and shooting ranges in the ACT under the *Environment Protection Act 1997*
- Administration of the ActewAGL-funded wood heater replacement scheme, the ACT Firewood Strategy and the ‘Don’t Burn Tonight’ media alerts
- Monitored compliance with Environmental Flow requirements, set abstraction limits on the ACT’s water resources and reviewed or issued licences and environmental authorisations to persons undertaking activities that have the potential to cause environmental harm
- Reviewed the Environmental Noise Environment Protection Policy (EPP) which included the opportunity for community input in response to a draft for consultation.
- Updated *Environmental Guidelines for Service Stations and Hydrocarbon Storage* and *Guidelines for the Preparation of an Environment Management Plan*.

Sustainability and Environmental Policy Coordination (1 July to 30 November 2008)

Sustainable and Environmental Policy Coordination Branch comprised four policy units: energy, water, natural environment and sustainability.

The Energy Policy section provided the ACT Government with advice on national and ACT energy issues with the aim of promoting equitable, reliable, sustainable and efficient supply and use of energy. The section worked closely with the Commonwealth and other jurisdictions as well as industry and other stakeholders.

A focus of the Energy Policy section was implementation of reforms agreed to by the Ministerial Council on Energy and COAG. These reforms included energy efficiency initiatives, improving the effectiveness of energy markets in response to climate change, deploying smart meters, introducing a nationally consistent customer framework, reforming retail pricing and harmonising safety and technical regulation.

The Water Policy Unit managed water resources policy issues for the ACT as outlined in the water strategy, *Think water, act water*, and progressed the ACT’s water security projects where applicable. The unit liaised with ACTEW on water policy and the water restrictions regime and dealt with regional and intergovernmental matters. The unit managed the ACT’s commitments under the National Water Initiative and the ACT’s participation in the Murray-Darling Basin Initiative and the Living Murray Initiative.

During the reporting period the Natural Environment section continued background research to feed into the review of the *Nature Conservation Act 1980*. Work also continued on the development of the ACT Weeds Strategy 2009–19 and the review of the *Domestic Animals Act 2000* and primary industries policy development. The Animal Welfare Advisory Committee (AWAC) continued its review of Codes of Practice under the *Animal Welfare Act 1992*. The Natural Environment section coordinated briefings for ACT representatives attending the Primary Industries Steering Committee in September 2009 and the Natural Resource Management Steering Committee and Ministerial Council meetings in October 2008.

The Sustainability Policy and Legislative Services Unit provided a broad range of advice for the ACT Government on sustainability issues, including waste policy, sustainability reporting and emerging environmental policy priorities. The section supported government membership of the Environment Protection and Heritage Ministerial Council and supporting advisory committees in relation to national waste policy matters. The section also managed legislative projects dealing with sustainability and environmental matters, including preparing drafting instructions and negotiating legal policy.

ACT NOWaste

In 2008–09, ACT NOWaste continued to manage the delivery of municipal waste infrastructure and services to the ACT community, including household garbage and recycling collections, landfills and transfer stations and Regional Recycling Drop-Off Centres. This included developing and administering complex waste-related contracts, asset management strategies and capital upgrades, managing waste-related revenue collection, developing operational

waste management policy and complying with risk, environmental and occupational health and safety management practices. The Unit is also responsible for fostering the growth and development of the private sector resource recovery industry and for facilitating the research, data management and auditing activities that are needed to ensure efficient and effective delivery of waste services.

Implementation of the NOWaste Strategy continued successfully and resulted in the recovery of 640,642 tonnes of material that would otherwise have been disposed of at landfill. This represented a resource recovery rate of 75%.

The ACT Government's 'NOWaste by 2010' aspirational target received attention from the media and members of the public in 2008–09. DECCEW is developing a new strategy to improve on current resource recovery rates and take ACT waste management beyond 2010.

In May 2009, ACT NOWaste conducted three waste and recycling audits. The first studied household waste and recycling. That audit demonstrated that these are near maximum efficiency but could be improved by recycling organic waste, which consisted of around 45% of all household waste sent to landfill. The second studied the residual waste from the Materials Recycling Facility. That audit provided information on the efficiency of the recycling process of that facility and identified targets for education campaigns to improve recycling. The third completed the analysis of current waste and recycling streams by examining the types and amounts of waste sent to landfill, which had not been assessed since 1998, shortly after the introduction of a separate recycling bin. That audit showed that potentially recoverable

material from Commercial and Industrial sources is being sent to landfill, and that diversion from landfill could be increased by 30% if the recovery rate matched that of household recycling. These audits provided valuable data that will inform future policy and public education activities and will be posted on the public website.

ACT NOWaste continued to manage contracts and procurement processes in line with government procedures and in a manner that would minimise waste sent to landfill and service the needs of residents. 'Mobile Muster' bins were installed in all Regional Recycling Centres to collect unwanted mobile phones and accessories. A new arrangement was introduced to ensure that all tyres delivered to the Mugga Lane and Mitchell Resource Management Centres are recycled. A contract was awarded for the collection and disposal of household hazardous waste and the process to construct a one-stop drop-off facility at the Mugga Lane Resource Management Centre was commenced.

Waste infrastructure was managed and developed to meet the current and future needs of the ACT. In 2008–09, ACT NOWaste assessed options to increase capacity at Mugga Lane beyond 2013. ACT NOWaste progressed a master plan for the former landfill at West Belconnen, which will provide a framework for closure, a program of remediation works and a plan for the ongoing management and operation of the site into the next decade and beyond. Opportunities were reviewed to develop new Recycling Drop Off Centres across the ACT in order to maximise the rate of recovery of recyclable materials and reduce waste sent to landfill. Works to relocate and refurbish the Mugga Lane Regional Recycling Centre and works to improve traffic management and signage at the Mugga Lane Resource Management Centre were completed.

ACT NOWaste responded to various unforeseen incidents including the disposal of waste from the Bruce illegal dump in November 2008 and the break-in at the Mitchell Transfer Station in March 2009.

Heritage

The Heritage Unit continued work on the Heritage Registration Strategy, targeting a backlog of historic sites, natural places and objects nominated to the Register over many years. The Unit continued working on a range of themes reflecting the ACT's varied history, identified gaps and work needed to fill these gaps. High priority themes included residential, natural heritage and properties under development threat.

The 2008–09 ACT Heritage Grants Program funded 24 projects totalling \$278,729. The program is the primary source of funding for individuals and community organisations involved in heritage conservation in the ACT. Significant grants included \$40,000 to the Conservation Council of the South-East Region in partnership with Canberra Inc and Canberra Archaeological Society Inc to jointly produce a booklet on Gungahlin's natural, historical, cultural, Indigenous and environmental heritage; \$16,150 to Stepwise Heritage and Tourism for the Namadgi Rock Art Conservation Project; and \$16,500 to Spinning Reel Audio Visual for the documentary film, *The Stakeout of Canberra*, which will examine the choice of Canberra as the location for the nation's capital.

The Heritage Advisory Service provides free professional advice to private owners for the restoration and adaptation of their heritage properties. The service has been funded annually since June 2000 as a community partnership project of the ACT Heritage Grants Program.

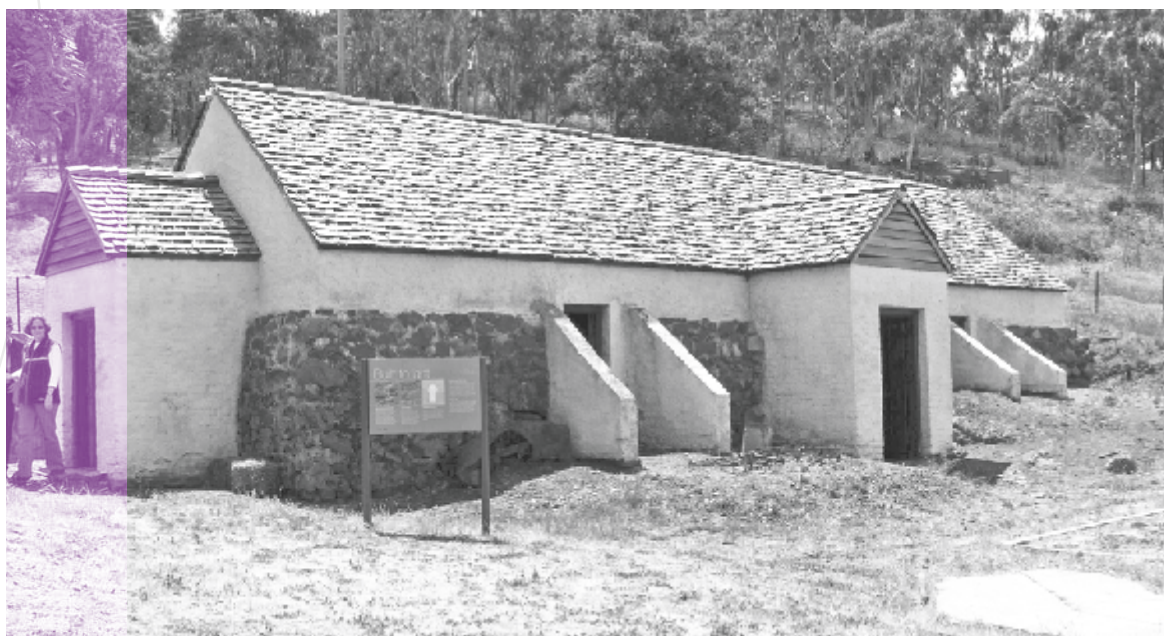
Work has continued with the fourth self-drive heritage trail in the Canberra Tracks network of trails. Titled *The ACT Pioneers Cemetery Track*, seven signs were jointly launched at Riverside Cemetery in Queanbeyan by the Chief Minister and the Mayor of Queanbeyan. This site represents a major stop on the trail. Work is continuing on signs at other venues, a brochure and online material.

The Heritage Unit coordinated a diverse range of activities, events and projects aimed at promoting and celebrating the ACT's heritage. The largest of these was the 2009 Canberra and Region Heritage Festival. Held in April 2009, the Heritage Festival continues to serve as an important vehicle for heritage promotion, awareness and education. In 2009, the Festival involved a 16 day program of over 70 events. The theme for the 2009 Heritage Festival was 'Space'.

An ACT Heritage newsletter titled *Heritage Talks* was a new initiative to raise the profile of heritage in the ACT. This biannual six page newsletter was issued in August 2008 and February 2009. Available at Canberra Connect shopfronts, ACT public libraries and at special interest groups, as well as on the TAMS website, the publication has regular features including a centenary article, a Heritage Councilor profile, *Canberra Tracks* self drive heritage trails and a helpful 'did you know' section.

Licensing and Compliance

The Licensing and Compliance section is responsible for Domestic Animal Services (DAS) including implementation of the provisions of the *Domestic Animals Act 2000*, city ranger services, biosecurity planning and coordination, administration of



licensing requirements under the *Nature Conservation Act 1980* and tree protection in accordance with the *Tree Protection Act 2005*.

During 2008–09, DAS continued to operate the domestic animals facility situated at Mugga Lane, Symonston, and worked closely with the RSPCA, DAS shelter volunteers and various animal rescue organisations. They received a total of 2,220 dogs for processing through the pound and achieved a successful re-homing rate of 96% of all dogs received that were suitable for re-homing. DAS also investigated breaches of the *Domestic Animals Act 2000* including animal attack and animal nuisance matters.

DAS maintains two ARK trailers for deployment in emergency management and bio-security incidents. DAS provided assistance to the Victorian Government during the Black Saturday, Victorian Bushfire crisis. A



crew of four DAS rangers and two assistants provided assistance to injured wildlife and family pets found in bushfire ravaged areas. Their role was to assist the RSPCA in managing fire-affected animals through care, transport, food drops, locating injured animals and unfortunately assisting the RSPCA euthanase animals which were too badly injured to be saved.

The ARK also appeared on the ABC television show *The New Inventors* as part of a special on disaster innovations.

The Biosecurity Planning and Coordination section is responsible for the planning and implementation of response arrangements across the Territory for biosecurity related emergencies including animal and plant disease incursions. In addition, the section represents the ACT on a number of national fora related to domestic quarantine, plant health and biosecurity emergency response and coordination. The Unit also harmonises legislation with other jurisdictions by proposing amendments to ACT Acts and Regulations that govern biosecurity issues in relation to animal, plant and aquatic disease.

The Licensing and Investigation Unit administer the licensing requirements of the *Nature Conservation Act 1980* in respect to the keeping, importing, exporting, taking from the wild and killing of native animals. In addition, this unit is responsible for the conduct of investigations into reported breaches of legislation administered by the Department. During the financial year 2008–09, a total of three formal investigations were undertaken and two matters were referred to the Director of Public Prosecutions for consideration of prosecution.

On 30 March 2009, a kangaroo cull licence was issued for the Majura Defence site, which subsequently led to action being taken in the ACT Civil and

Administrative Tribunal. A preliminary hearing resulted in the temporary suspension of this licence, at which time 3,800 eastern grey kangaroos had already been culled. The cull was halted pending the outcome of the hearing, which subsequently found in favour of the ACT. The suspension was lifted and the licence was re-issued.

The Tree Protection Unit is responsible for the protection of regulated trees in the built-up urban areas of the Territory in accordance with the *Tree Protection Act 2005*, and provides advice to the Conservator of Flora and Fauna on applications made for regulated tree removal or damaging activities and on tree related aspects of Development Applications across the Territory. During 2008–09, the Tree Protection Unit assessed and provided advice to the Conservator on 1,896 regulated tree damaging applications.

The city rangers oversee compliance matters associated with the look and feel of the city, including ensuring prompt removal of abandoned motor vehicles, removal of unlawfully placed objects including signage from Territory land and enforcement of litter legislation. The city rangers are also responsible for the collection of hazardous waste (sharps) from public places. During 2008–09, city rangers dealt with 1,171 reports of abandoned motor vehicles and attended 504 reports of sharps found in public places resulting in the collection of 5,595 syringes. The city rangers also participated in the annual national day of action against cigarette butt littering. The rangers patrolled the major shopping centres and office block areas issuing warnings where appropriate and handing out portable ashtrays to smokers encouraging them to dispose of their cigarette butts appropriately.

Parks, Conservation and Lands

PCL protects and conserves the natural and cultural resources of the ACT, promotes appropriate recreational, educational and scientific uses of parks and reserves, and maintains the look of the city and its environs.

PCL provides a broad range of services focussed on conserving the biodiversity of the ACT through the extensive parks and open space system, as well as providing a wide range of outdoor recreational and educational experiences.

In 2008–09 PriceWaterhouse Coopers were commissioned to review PCL's structure, culture and operations against the Australian Business Excellence Framework. As a result, a number of business system enhancements were commenced including:



- Development of the PCL Asset Management Plan and Customer Service Charter
- Finalisation of the PCL Training Strategy
- Improved purchasing, filing and HR administration procedures
- Progressed database integration to more effectively manage information and support evidence-based management.

The re-vegetation of bushfire-affected areas continues and many significant milestones have been reached. This year, replanting of the commercial forest estate included the planting of 505,000 pine seedlings. Restoration of the Lower Cotter Catchment achieved 1,000 hectares of pine wildling control, revegetation of 600 hectares with native species with participation by thousands of community volunteers, and closure of 69 kilometres of unwanted roads to reduce sediment movement.

PCL has participated in the review of the Strategic Bushfire Management Plan (SBMP) Version 1 being undertaken by the ESA. This review is integrated with the development of Sub Regional Fire Management Plans being undertaken by PCL which aim to balance bushfire protection with other land management objectives including water catchment management, conservation of threatened species and biodiversity, protection of cultural heritage and maintenance of recreation opportunities.

Sub Regional Fire Management Plans are map-based and will guide fire management activities across the TAMS estate from 2009 to 2019. The plans are being developed in consultation with the community and stakeholder groups through a staged process. These

plans will provide the basis for the annual Bushfire Operational Plan (BOP).

The Parks Brigade, which comprises about 145 PCL fire fighters, is the largest and most active brigade in the ACT (crewing nine light units and seven tankers). During 2008–09, remote area fire fighting (RAFT) teams from the Parks Brigade were deployed to several fires in NSW. In addition, 62 PCL firefighters were deployed to the Victorian Bushfires in February and March as part of the ACT's assistance to Victoria.

PCL again delivered the horticultural displays at Floriade for Australian Capital Tourism, including the maintenance of the flower beds for the first Floriade NightFest. The 'Floriade in the City' project was a joint initiative between Canberra CBD Limited, the Chief Minister's Department and TAMS. It extended Floriade



into the city centre to enhance the city environs and to improve the impact of Floriade on visitors and the local community.

PCL also completed a series of works, primarily focussing on City Walk and Northbourne Avenue, to rejuvenate and improve the visual amenity of these locations including installing additional large planter boxes. This complemented the provision of hanging baskets by Canberra CBD Limited.

The Melba Shopping Centre was upgraded and Garran, Deakin and Ainslie Shopping Centre upgrades were progressed.

The Glebe Park Master Plan was completed in 2008. The Master Plan for Black Mountain Peninsula District Park is expected to be completed by July 2009. The Weston Park Master Plan commenced with a draft released for public comment in December 2008. A final draft was released for further public comment in May 2009. These master plans will guide the future development of these parks.

Play space upgrades occurred at various locations across Canberra. Belconnen Foreshores continued to be improved, with the refurbishment of public open space in Emu Inlet and Belconnen Skate Park. Enhancements to John Knight Memorial Park including the construction of a jetty, improvements to paths and parking areas, shrub bed replacements, dead tree removal, furniture replacements and pond improvements were also completed. Major improvement works have also been completed in southern Canberra town and district parks.

In 2008–09, \$390,000 was allocated for the removal of 2,300 dead and drought-affected trees in urban Canberra, the Murrumbidgee Corridor and Namadgi National Park.

Responsibility for some 2,400 new trees planted in association with land development was handed over to PCL in 2008–09. Watering programs were implemented for approximately 18,000 young street and park trees using non-potable water. Each tree was watered at least four times between October 2008 and May 2009.

The Neighbourhood Park and Street Tree Replacement Program resulted in the planting of over 1,000 trees and removal of 335 trees across 56 sites within the older suburbs of Canberra. 497 trees were also planted adjacent to the bike path around Yerrabi Pond during the same period.

Significant progress was made with the Urban Forest Renewal Program. The Urban Forest Renewal Program is identified as Action 25 in the *ACT Climate Change Strategy 2007–2025*. PCL received \$731,000 in 2008–09 to develop the Urban Forest Renewal Program. A program manager was appointed in June 2008 and an Expert Reference Group was appointed to provide specialist input to help develop the methodology for the program. A comprehensive communication and community engagement plan has been prepared and will be launched along with the Program website in September 2009.

A tree condition audit recording the spatial location of all trees within four high priority suburbs was completed and this data will be used to develop work plans and prioritise areas to be treated.

Significant work has been undertaken on establishing the Mulligans Flat Woodland Sanctuary, protected by a predator-proof fence. The project aims to restore woodland habitat to enable the reintroduction of some locally extinct species. The sanctuary will also facilitate education, research and community use. The predator-proof fence was completed, ready for feral animal removal. The Steering Committee is developing a Management Plan for the area.

PCL, together with the Australian National University (ANU) and University of Canberra, continued to work on two major studies on threatened woodland birds and a study on the Pink-tailed Worm Lizard, a threatened species. ANU continued a scientific investigation of woodlands restoration at Goorooyaroo and Mulligans Flat Nature Reserves.

The recovery of Namadgi's plant and animal communities following the 2003 Canberra fires, including Sphagnum bogs, Corroboree Frogs and sensitive Alpine Ash forests, is into its seventh year. Rehabilitation of sub-alpine peat bogs in Namadgi National Park entered a new phase with a new five year plan developed to address ongoing recovery activities.

The Northern Corroboree Frog program successfully bred these endangered frogs for the first time in captivity in Australia. The success of the program has resulted in an expansion of the facility to provide more space for the growing captive population. Releases back into the wild are planned within the next two to three years.

Kangaroo management continued to be a major focus for conservation of threatened ecosystems. A program for monitoring numbers of kangaroos in ACT reserves was established and the first Draft Kangaroo Management

Plan for the ACT was released for public comment. A new research initiative into urban kangaroo movement commenced. Support for fertility control research in conjunction with research partners continued.

The progress of plans of management continued with three plans nearing completion: Namadgi National Park, Jerrabomberra Wetlands Nature Reserve and Googong Dam Foreshores. The development of a new plan of management for the Tidbinbilla precinct commenced in December 2008 with the release of a discussion paper.

The Artists in Residence Program, a pilot project presented by Craft ACT in association with PCL and based out of the restored Ready-Cut Cottage in the Gudgenby Valley of Namadgi National Park, moved into full swing with two Craft ACT artists producing a range of original high country art. At an open day held on 15 March 2009, over 100 people inspected the newly rebuilt cottage, as well as the artwork created by the resident artists.

In November 2008, the Australian Government announced the national heritage listing of the Australian Alps National Parks, which include Namadgi National Park and Tidbinbilla. In 2008, the Commonwealth Minister for Tourism announced that the Alps was one of eight National Landscapes that are being packaged and promoted to international and domestic tourists.

Tidbinbilla received approximately 100,000 visitors for the year. A new carpark at the Nature Discovery Playground was completed and the recently opened Sanctuary attracted over 65,000 visitors. The Tidbinbilla Extravaganza event held in April 2009 attracted approximately 3,000 visitors.

Following the government decision to amalgamate Tidbinbilla and Birrigai, a Board of Management, comprising TAMS, Department of Education and Training and community representatives was established in July 2008 to guide the joint management of the property. A draft Business Plan for Tidbinbilla was completed that will guide future management of the combined facilities. Two buses were purchased to enable the transfer of students between Birrigai and Tidbinbilla.

The partnership with Conservation Volunteers Australia (CVA) proved to be most valuable. CVA employed a Manager for the Tidbinbilla Visitor Centre and trained 55 volunteers. The Volunteer Interpreter Program managed by CVA delivers highly interactive and personal interpretation for visitors to the Sanctuary. Visitor interpretive programs continued to be well patronised and an increasing number of school groups undertook experiential learning activities.



The endangered species breeding program has had great success this year. Four Brush Tailed Rock Wallabies were successfully released back into the wild in the Grampians National Park in November 2008 as part of the national endangered species breeding program. Another three were sent to Victoria at the end of April 2009 for potential release back into the wild at a later date. The Animal Breeding Centre, a state of the art facility, was opened by the Chief Minister in December 2008, and has significantly enhanced the Brush Tailed Rock Wallaby breeding program.

The 'round town' program of events continued across the parks system and was the winner of the Parks Leisure Australia (ACT) category for 'Inclusive and Connected Community'. The program is accessible to a wide cross-section of the community and included 31 events.

It is estimated that Town and District Parks received an estimated 10,787,337 visits during 2008–09. Visits to Canberra Nature Park were approximately 2,517,045. This equates to an estimated 94% of residents visiting Town and District Parks annually and 45% of residents visiting Canberra Nature Park reserves annually.

PCL surveys the ACT community to gauge performance for the purpose of monitoring customer satisfaction and to identify areas for improvement. The surveys revealed high levels of public support and satisfaction with the ACT parks and space system. For instance, 95% of those surveyed expressed satisfaction with the management of both Town and District Parks and Canberra Nature Park. Satisfaction with PCL's management of the parks and open space system throughout the ACT is high at 92%. This exceeds the 90% target set for 08–09.

The Canberra community again participated in a wide range of PCL initiatives during 2008–09. Partnerships have included:

- Four Wheel Drive NSW and ACT: collaborative activities including recovery of abandoned vehicles, assistance with trail classification and hut restoration and maintenance. An Memorandum of Understanding was signed with the Association in May
- Gungahlin Rotary Club: proposed activities focusing on Yerrabi Pond include construction of a fitness track, park furniture and large community events
- Greening Australia: rehabilitation of the Lower Cotter Catchment on lands devastated by the 2003 bushfires
- Conservation Volunteers Australia: recruitment and training of 55 volunteers for interpretive activities at the Sanctuary at Tidbinbilla
- Park Care, Landcare and other volunteers' groups helped address land and water degradation issues in the ACT. PCL provided support to 30 groups and coordinated activities.

Two workshops were conducted during the year to assist rural lessees in the ACT whose livelihoods continue to be affected by the ongoing drought conditions. The spring workshop focused on livestock market predictions and production issues, including the sourcing of quality fodder from alternative markets and the results of a weather trial conducted recently at the NSW DPI Bookham research site which examined the use of genetics to maximise production.

Sport and Recreation Services

Through Sport and Recreation Services, the government aims to ensure that sport and recreation

programs, services and facilities are professionally organised and promoted to support and increase participation in the ACT. Sport and Recreation Services maintains responsibility for the management of government sporting facilities and future facility planning, while also providing support for local athletes to reach their sporting potential through the ACT Academy of Sport (ACTAS).

Sport and Recreation Services achieved numerous important industry outcomes in 2008–09, including:

- Distribution of more than \$2.2 million in grants to community organisations for a range of sports development activities, with a particular focus on some significant capital works including:
 - Redevelopment of the Kaleen Tennis Club
 - Installation of a synthetic bowling green at Weston Creek
 - Expansion of the Southern Canberra Gymnastics Club at Erindale
 - Development of a retention pond at Federal Golf Club to significantly reduce the club's current reliance on potable water
- Provision of more than \$500,000 in support for Canberra's elite sporting teams through the National League Team Program, including support for the WNBL Championship winning Canberra Capitals and Canberra United who made the Grand Final in the inaugural year of the W-League
- Support and assistance for continued strategic facility planning activities undertaken by local sporting organisations including ACT Baseball, One Basketball Canberra, Bowls ACT, Tennis ACT and Squash ACT
- Provision of jurisdictional advice to the Crawford Independent Review on Sport

- Delivery of the Women's High Performance Coaching Scholarships to five female coaches from the sports—cricket, football (soccer), rowing, rugby union and softball
- Progression of the Children's Physical Activity Foundation towards independence through the employment of a part time Administrator and the establishment of the Foundation's own Trust account.

ACTAS was represented by 18 scholarship holders at the 2008 Beijing Olympic and Paralympic Games (eight Olympians, 10 Paralympians) and seven former scholarship holders (five Olympians, two Paralympians). ACTAS Paralympian Katrina Lewis won a bronze medal in the women's 50 metre butterfly and ACTAS Olympian Daniel Ellis missed out on a bronze in cycling in the men's team sprint by 0.008 of a second.

In 2008 ACTAS had 21 scholarship holders represent Australia at the Senior and Junior World Championship level. ACTAS continued its support for approximately 180 scholarship holders — providing services to these athletes to achieve their sporting potential. ACTAS athletes and coaches continue to achieve at the local, national and international level.

2008–09 was a very active year for capital works in Sport and Recreation Services. Between June and November 2008, a \$4 million refurbishment of the Lakeside Leisure Centre was undertaken, with the following components:

- Replacement of the roof and ceiling structure over the pool hall, due to corrosion
- Replacement of the tiling in the main 50 metre pool

- Reconstruction of the air handling system
- General refurbishment, including external and internal painting.

A \$2 million refurbishment was carried out on the Canberra Olympic Pool between September and November 2008. Work included:

- Replacement of the failing air support dome over the main pool with a new fabric cover incorporating a steel frame to allow the enclosure to be opened up, new lifeguards' office, first aid room and store
- Repainting of all pools and dive tower
- External and internal painting of buildings.

After completion, the centre hosted the diving events of the Pacific School Games in late November 2008.

Work began on construction of the next major outdoor sporting facility for Gungahlin, the Harrison district playing fields, adjoining the Harrison School. When complete, it will provide the new headquarters for the North Gungahlin Cricket Club in the local senior competition. It will consist of two turf wickets, two sets of practice nets and a large pavilion providing change rooms, toilets, storage and canteen. As a result of a grant of \$400,000 to ACT Cricket from New South Wales Cricket, it will also include a large function room to enable the centre to better cater for events. In winter the complex will be the base for the Gungahlin United Junior Football Club (soccer). The complex is expected to be completed in late 2009 and be ready for use in winter 2010.

The ACT Water Management Plan was completed by Parsons Brinckerhoff and details a number of priority capital works projects to progress with the view to

reducing the reliance on potable water to irrigate priority sportsgrounds in Canberra. This completed the suite of consultation reports undertaken to guide the 'Where Will We Play' decision making.

A range of business improvement initiatives for sportsground hirers have also been completed. These include the introduction of additional payment methods for sportsground hirers to make a payment for their bookings and the production of new sportsgrounds maps and general information that is available on the TAMS website.

Sport and Recreation Services employed a Project Officer, Disability Sport, responsible for supporting sport and recreation programs and services for people with a disability in the ACT and surrounding region. Sport and Recreation Services also undertook a consultation for the development of an Inclusion Framework for People with a Disability. With the aim of improving the opportunities available to people with a disability to participate in organised sport and recreation activities, the framework was developed on the values of inclusion, access, diversity,

empowerment and respect. This involved input from individuals and organisations from the sport, recreation and disability sectors.

Future Direction

ACT NOWaste

In 2009–10, ACT NOWaste will work with DECCEW to develop a new waste management strategy.

Heritage

Section 123 of the *Heritage Act 2004* (the Act) requires that the first five years of the Act be considered a 'review period' and that, "as soon as practicable after the review period, the Minister must review the operation of the Act during the review period." Furthermore, the Minister must present the report of the review to the Legislative Assembly within six months after the review period ends. As the Act became effective on 9 March 2005, the 'review period' ends on 9 March 2010, and the Minister must present a report to the Legislative Assembly by 9 September 2010.



Over the past 18 months, staff have met with stakeholders including developers, representative Aboriginal organisations, National Trust, LDA, ACT Heritage Council and the National Capital Authority, who have raised significant issues that need to be addressed as part of the review of the Act. The Heritage Unit will finalise the terms of reference for the review for March 2010 and will then carry out the review within the department.

Parks, Conservation and Lands

The Tidbinbilla Nature Reserve and Birrigai Outdoor Education Centre are being managed as one entity through a joint Board of Management. The combined site brings together the skills, facilities and expertise of both enterprises to create a unique destination where visitors and students are able to explore the natural world. A new business plan, to be developed in 2009–10, will drive development of Tidbinbilla as a major destination for locals and visitors in the ACT.

The next four years will see extensive tree plantings as part of the 'One Million Trees Initiative', the Urban Forest Renewal Program and the reinvigoration of recreational areas. These trees will ensure that Canberra's urban forests and bush setting are maintained for future generations. The Urban Forest Renewal Program will set best practice for urban forest management across Australia.

The completion of the predator-proof fence at Mulligans Flat and the evolving partnership with the ANU and the community will see this reserve become a major feature of the ACT's reserves system, giving sanctuary to a range of native species adjacent to new housing.

Continued investment in improving the look and feel of the city will result in a noticeable enhancement of the public realm, building on the partnership with Canberra CBD Limited to develop new partnerships across the ACT.

The 'Healthy Parks, Healthy People' program will continue to be developed, linking the well-being of the community with the provision of parks and outdoor recreation opportunities.

Sport and Recreation Services

Sport and Recreation Services will continue to implement the vision outlined in 'Where Will We Play?' which states that by 2013 no outdoor sports facility in the ACT will rely solely on potable water for its continued operation. It will also complete an ACTAS Business Review to examine current and potential business practices of ACTAS in a changing high performance sporting environment.

Discussions will continue with ACTPLA surrounding the provision of sport and recreation facilities in the future development of Molonglo. Provision of almost \$2 million has been given to Capital Football to undertake the redevelopment of Hawker Enclosed Oval. This upgrade will see the surface changed to FIFA 2 standard synthetic grass surface and the installation of match play lighting. It is expected that this project will be completed by the end of July 2009.

Sport and Recreation Services will implement a coordinated program to encourage greater industry involvement in the provision of Australian School Based Apprenticeships within sport and recreation. In partnership with DET, planning has commenced to upgrade Nicholls Neighbourhood Oval to a synthetic

grass surface utilising a \$2.5 million grant from the Australian Government Department of Education, Employment and Workplace Relations.

Sport and Recreation Services will deliver an Economic Impact Report for the ACT sport and recreation industry, highlighting the industry's contribution to Gross State Product, employment, health and tourism. The development of a strategy to allow the public to submit an online booking request to hire ACT Government sportsgrounds will continue.

Licensing and Compliance

Licensing and Compliance will undertake a range of initiatives for the next reporting year including:

- Liaison with interstate contacts to increase awareness and communications between States and Territories for the conservation of protected plants and animals
- Work with the ACT community and developers to encourage the retention of the urban forest, especially in newly developed suburbs
- Expand the working relationships between DAS, the RSPCA and other animal welfare groups
- Participate in increased national and internal focus on biosecurity issues.

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Analysis of Agency Performance: Shared Services

Business Overview and Services

The Shared Services Network provides finance, human resource, procurement and ICT, publishing and record services across ACT Government agencies.

Finance Services

Finance Services provides tactical and transactional financial services to ACT Government departments and agencies. The services include financial reporting, accounts processing, preparation of Goods and Services Tax (GST) and Fringe Benefits Tax (FBT) returns, cash management, systems development and support.

Strategic Finance capacity remains with individual agencies as it relates to the setting of overall organisational direction and policies.

Finance Services is structured into teams which provide tactical and transactional finance services to departments and agencies including:

- Accounts payable and some accounts receivable functions
- A General ledger
- A fixed assets system
- The development and maintenance of the Oracle Government Financial system
- Cash flow management and bank reconciliations
- Tax payments, including returns and advice
- Financial reporting services.

Finance Services had a number of key achievements during the year, including:

- Successful implementation of the single instance of Oracle in conjunction with the Department of Treasury, replacing the previous nine separate Oracle Government Financials systems
- Development of streamlined financial processes to accompany implementation of the Oracle single instance
- Successful lodgement of FBT returns for agencies and Shared Services business units by the due date without the need to seek time extensions from the Australian Taxation Office (ATO)
- Provision of 2008–09 annual financial statements to departments and agencies by required deadlines
- Processing of accounts for payment within an average of two working days from when they were received at Shared Services.

Finance Services met or exceeded the following Accountability Indicators:

Business Activity Statements: Against a target of 90%, 98% were completed in accordance with ATO deadlines.

FBT Return: Against a target of 90%, 100% were submitted to the ATO within seven working days of agencies supplying all requisite information.

Monthly financial information: A target of 90% availability by the sixth working day of the month was met.

Financial statement completion: Against a target of 90%, 100% of statements were completed and sent to agencies by the ninth working day of July.

Human Resources Services

HR Services provides tactical and transactional human resource services to government agencies. These services include payroll and personnel, salary packaging administration, recruitment, employee relations, workplace health and safety, training and development, HR management systems, reporting and information management.

HR Services consists of four primary business groups: Payroll and Personnel Services are responsible for payroll and personnel processing and salary packaging administration, Recruitment Services are responsible for administration of transactional and tactical aspects of recruitment, Systems Data and Reporting are responsible for HR information management, HR management systems including Chris21 and HR21 and ACTPS HR data management, and Workforce Capability are responsible for tactical HR support to agencies in employee relations, workplace health and safety and ACTPS-wide training and development.

HR Services met or exceeded its Accountability Indicators for 2008–09.

Service requests made via the Integrated Customer Service (ICS) system are resolved within five working days.

The target for 2008–09 was for 80% of services requests to be resolved within five working days. HR Services achieved 91%.

Data for the Annual Reports and the Workforce Profile are supplied to the Chief Minister's Department in accordance with the agreed timeframe.

Against a target of 100% achieved 100%.

Performance Standards in Recruitment Services for permanent and temporary vacancies services specifications achieved.

Against a target of 90%, a result of 96% was achieved.

During 2008–09, HR Services:

- Re-aligned 1,600 positions within the Chris21 database in line with AAOs and subsequent Machinery of Government changes
- Continued with the roll out of the employee self-service tool, HR21, to agencies using Chris21. In 2008–09, a total of 25,045 leave applications were submitted and approved electronically
- Developed a Workplace Health and Safety baseline gap analysis tool based on Australian Standard AS4201:2001. This tool was used to conduct individual baseline gap analysis programs in collaboration with client agencies and inform the development of Workplace Health and Safety and Injury Management Improvement Strategies
- Established a panel of Employee Assistance Program providers for ACT Government agencies to access, thereby streamlining procurement processes for individual agencies
- Successfully promoted customer interactions through the Customer Service Portal. In the reporting year, an average of 3,675 HR facts sheets were viewed each month; 600 customer enquiries were responded to each month through the email HR Help system; and over 5,000 calls per month were made through Canberra Connect to HR Services
- Developed and commenced delivery of a Workshop for Managers and Supervisors on Dealing with Misconduct and Inappropriate Behaviour

- Developed a Workplace Health and Safety Management System Framework designed to assist agencies in improving their safety performance. The Framework is published online, is available to all public servants through the Shared Services Customer Service Portal and is able to be easily updated and modified
- Made significant improvements in regular HR reporting to agencies. Agencies now receive Long Service Leave liability reports on a quarterly basis enabling improved monitoring of leave usage and financial impact of the liability on overall agency finances
- Developed an online induction course for the ACTPS which is made available to new starters in the first four weeks of their employment. HR Services provides reports to agencies on course completion rates
- Included Australian and New Zealand Standard Classification of Occupations codes for all positions contained within the Chris21 database enabling improved reporting at a whole-of-government level.

InTACT

InTACT's objective is to provide integrated ICT services to the ACTPS. It is a shared ICT service organisation providing a complete range of ICT services to the ACT Government, including infrastructure, applications support and development, ICT policy and ICT project services, as well as records and publishing services.

InTACT operates a distributed staffing model with ICT teams 'embedded' in agencies, complementing central and mobile staff. This organisational model allows InTACT to respond promptly to individual

agency business priorities while maintaining a common shared infrastructure and whole-of-government focus.

InTACT offers the full range of ICT services including networks, desktop computing, server farms, telephony, software development and management, web services, business analysis and security. The business model encourages 'right-sourcing' and partnership with the IT industry represented by both major international corporations and local small to medium enterprises.

Costs compared to peer organisations' costs, as benchmarked by an independent organisation

An independent review of costing models and benchmarking against a sample group of comparable organisations found that for 2007–08 InTACT services overall were within 5% of peer organisations and this was InTACT's best cost benchmarking result to date. Benchmarking against 2008–09 data has shown that InTACT has once again met this target.

Email availability across government during core business hours

InTACT strives to maintain 98% availability of e-mail across government during core business hours. The target was met during 2008–09.

Service requests made via the Service Desk are resolved within Service Level Agreements timeframes

InTACT seeks to resolve service requests made through the InTACT Service Desk within timeframes specified in negotiated service levels. The target for 2008–09 was 85% and this was met, with a success rate of 92%.

Average time taken for telephone service requests to be answered by a Service Desk officer

InTACT seeks to answer calls made to the service desk within the timeframes specified in the negotiated service levels. The InTACT Service Desk answered calls in an average of 21.5 seconds which did not meet the target for 2008–09 of 20 seconds. This figure is highly sensitive and fluctuates throughout the year. The year to date result at 31 May 09 was 18.5 seconds indicating that the final figure for end of year was due to an unanticipated high volume of incidents experienced in June 2009.

Involvement with several major projects across government saw a substantial increase in the amount of project work being undertaken. Projects included:

- Provision of support for the ACT Electoral Commission ICT business systems underpinning the 2008 ACT Election
- Implementation of a single instance of Oracle Government Financials across ACT Government
- Implementation of the Radiology Information System Picture Archiving Communication System in ACT Health
- Involvement in the design of ICT systems for the Capital Asset Development Plan at the Canberra Hospital.

In addition to these projects, key achievements included:

- Results from InTACT's annual customer satisfaction survey of over 15,000 customers revealed high levels of satisfaction with both the quality and timeliness of customer support services from both the InTACT Service Desk and on-site Service Delivery Officers

- InTACT concluded the major tender process for the delivery of anti-virus software and completed the evaluation of tender responses for the delivery of services in the areas of ICT hardware and logistics
- Work commenced on tenders for Microsoft licensing telecommunications services and establishing a panel of ICT consultancy providers
- InTACT successfully conducted its first full-scale live test of its Business Continuity Plans in December 2008. This involved the Emergency Management Team, the Emergency Response Team and the Service Desk operating from remote locations. The conduct of this test provided valuable insights which are now being incorporated into InTACT's plans
- Completion of the civil works in laying the fibre component of the broadband initiative in secondary schools. Fifteen primary schools have also been connected and the project is currently ahead of schedule
- Production of a range of Election 2008 material including printing of ballot papers, bar codes for electronic voting and an online training module for permanent and casual staff involved with the election
- Production of a video in conjunction with the Chief Magistrate to commemorate the 75th anniversary of the Magistrate court
- Printing of 24 ACT Government agency annual reports, tabled in September 2009
- Completion of the partial refurbishment (Phase 1) of Building 7 Sandford Street, Mitchell and subsequent relocation of Record

Services to Mitchell during May 2008 and the commencement of refurbishment (Phase 2) project for Building 6 and Building 7 Sandford Street, Mitchell

- Successful migration and amalgamation of seven records management databases from TRIM Captura to TRIM Context.

Procurement Solutions

Procurement Solutions undertakes procurement and project management activities on behalf of ACT Government departments and agencies for infrastructure, capital works and goods and services. It advises the ACT Government on procurement and related construction industry policy, is responsible for the development and implementation of the government's procurement policy, administers a range of pre-qualification schemes and online procurement support systems and establishes and manages whole-of-government contracts.

Procurement Solutions is the Territory's centre of excellence and major source of expertise for procurement-related matters and provides services to all ACT Government agencies in relation to goods, services, infrastructure and capital works procurement projects. Procurement Solutions also provides secretariat support to the Government Procurement Board.

The Goods and Services Procurement and Policy Group advises and assists with procurement, risk management, tender documentation and tender box services, tender evaluations and contract documentation, negotiation and execution services. It also coordinates, plans and reports on

ACT Government goods and services, the capital works program and conducts the quality assurance functions for Procurement Solutions.

The Infrastructure Procurement Group assists with the procurement of capital works, including preparation of relevant documentation, obtaining regulatory approvals, conduct of tendering processes, tender evaluation, contract formation and management of project delivery.

The Business Support and Business Systems Section is responsible for providing comprehensive finance and administrative support for Procurement Solutions, managing the Procurement Solutions website and associated systems, and arranging advertising of requests for proposals, tenders and other procurement opportunities.

A total of \$248.5 million was invoiced to ACT Government Agencies in respect of capital works projects being managed.

In terms of Quality Management Systems compliance with ISO 9001:2000, there were no "Category 1" non-conformances identified in 2008–09. This measure covers compliance with the Procurement Solutions' ISO9001:2000 certified Business Management System which describes the processes that are undertaken to ensure that quality of process is achieved.

During the year, Procurement Solutions:

- Achieved an 57% increase in whole-of-government contracts and related panel arrangements

- Completed an independent review of procurement processes. Key recommendations have been implemented, including out-posting of officers into agencies to assist with Goods and Services procurements, simplifying arrangements for low value/low risk procurements and the fast tracking of a new business system for Procurement Solutions
- Completed a review of procurement thresholds. The new thresholds have been simplified, with the Goods and Services thresholds aligning with those for Capital Works. Quotation and tender thresholds have also been increased
- Completed the implementation of the prequalification review. Procurement Solutions has eliminated most of the repetition of documentation between prequalification and tender requirements, included the recognition of inter-jurisdictional prequalification, and adjusted thresholds to better reflect the size, range and value of procurements
- Conducted a range of high value Goods and Services procurements, including the ACT Competitive Allocation for Skills Initiatives, the purchase of 74 standard rigid diesel buses and 26 steer tag rigid buses for ACTION, the Provision of Domestic and Environmental Services for ACT Health, the engagement of a new provider of Fleet Management Services for the ACT Government Passenger and Light Commercial Vehicle Fleet and the Provision of Contract Labour Hire Services
- Commenced the development of the Procurement Business System, in which a range of disparate systems are being replaced with a single program. The new integrated environment will support all of the key

elements of Goods and Services procurement and the management of Capital Works projects. The system is expected to be operational towards the end of 2009

- Established several new whole-of-government contracts including Fleet Management Services for the ACT Government Passenger and Light Commercial Vehicle Fleet, Travel Management Services and Audit Services. The number of whole-of-government contracts is now 22
- Completed the construction of a wide range of infrastructure and community assets, including: Bimberi Youth Detention Centre; Alexander Maconochie Centre; Kingsford Smith new school (K-10); Tuggeranong Leisure Centre and Civic Pool refurbishments; Fairbairn and Pialligo Avenue upgrades; and Childers Street Park (stage 2).

Major projects under construction include: Gungahlin College; Kambah P-10 school, Flemington Road duplication, Cohen Street extension (including Belconnen Bus Interchange), Canberra International Arboretum and Gardens, Bruce CIT Horticultural school and Lanyon Drive upgrade (Stage 1).

Major projects in the design phase include: ACT Health Capital Asset Development Program, Women's and Children's Hospital, Adult Mental Health facilities; Neurosuite and SAPU Facilities, Northern Precinct development, enabling works at Canberra Hospital, Harrison secondary school, Commonwealth 'Building Education Revolution' program, Lyneham Sports and Recreation precinct, Gungahlin Drive extension (Stage 2), Forensic Medicine centre, Gungahlin Child and Family centre and the Belconnen Lakeshore refurbishment (Emu Bank).

Future Directions

Finance Services

During 2009–10, Finance Services will work towards:

- Implementing Oracle procurement software in conjunction with Procurement Solutions
- Improving performance information on key finance activities undertaken by Shared Services
- Maintaining the focus on the training and development of staff.

Human Resource Services

During 2009–10, HR Services will work towards:

- Complimenting the capability of Shared Services recruitment systems with the exploration of integrated client interfaces that help streamline administrative practices across government
- Providing improved reporting on recruitment activities that provide agencies with information to help reduce advertising costs, target spending to the most effective media and maximise the use of internal talent
- Reducing the administrative burden on agencies in delivering cost effective common training through the use of the ACTPS Training Calendar
- Supporting agencies in the implementation of their Workplace Health and Safety and Injury Management Improvement Plans
- Planning and preparation for Phase 2 of the roll out of HR21 to encompass employees with 'non-standard' rosters and leave arrangements.

InTACT

During 2009–10, InTACT will work towards:

- Managing and replacing legacy systems with a view to flexible and shared information management across government and meeting expectations of online service delivery
- Sourcing of services will be regularly reviewed to ensure best value for money, with InTACT generally moving to retain business focussed services in-house and commodity and certain specialist services externally.

Procurement Solutions

During 2009–10, Procurement Solutions will work towards:

- Continuing to refine and streamline procurement documentation
- Continuing the implementation of the recommendations of the procurement process review
- Implementing the new Procurement Business System.

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SECTION B

CONSULTATION AND SCRUTINY REPORTING

B.1 Community Engagement

On average ACT residents directly interact with TAMS at least five times a day. This contact can range from renewing their dog registration through Canberra Connect, visiting one of our eight public libraries, putting garbage out for collection, to using a road, using one of Canberra's parks or catching an ACTION bus. It is therefore important that the department works closely with the community to encourage information exchange and mutual understanding. TAMS is focused on continually improving our services and implementing innovative programs to deliver services and information to the Canberra community.

TAMS refers to its Community Advisory Group (CAG) for advice on a range of community projects. The CAG is advisory in nature and exists to:

- Provide information and advice about the community that will help directly target community engagement activities to relevant audiences
- Assist to analyse the most appropriate engagement techniques
- Advise on any issues that may arise from consultation mechanisms
- Assist in communicating constraints and opportunities with community engagement mechanisms
- Provide a forum for a broad range of community members to express their perspectives on TAMS services.

The TAMS CAG is a representative group of stakeholders and in 2008–09 met four times.

The CAG operates in a spirit of cooperation and negotiation under the framework of the *ACT Government Community Engagement Manual – Your Guide to Engaging with the Community*, as well as the department's own *TAMS Community Engagement Policy*. This policy sits within the ACT Government's overall framework for community engagement and specifically addresses the needs of the department.

The policy provides a capacity for the community to influence and improve the delivery of the department's services, as well as providing a framework to collect valuable feedback to include in decision-making processes. This ensures that TAMS continues to offer targeted services that meet community needs, and helps guide future priorities.

The Community Engagement and Communications Team (CE&C) continues to adhere to International Association for Public Participation (IAP2) frameworks and core values which have been embraced by the *ACT Government Community Engagement Manual – Your Guide to Engaging with the Community*. This assists in making better decisions which reflect the interests and concerns of the ACT community.

CE&C has continued to provide internal staff training and advice throughout TAMS to raise awareness about community engagement, including learning about the most effective and appropriate tools and techniques to facilitate community consultation. The 2008–09 period has focused on increasing the utilisation of the department's Community Engagement web page, www.tams.act.gov.au/live/about_our_department/community_engagement, within the TAMS website and developing more online surveys and feedback forms. It is hoped that by using new media, TAMS will engage more of the ACT community.

The department is estimated to have had contact with nearly every Canberra resident in some form throughout the year, whether it is a letterbox drop inviting feedback, completing an online survey, visiting an information display or participation in focus groups.

The following table lists the many ways TAMS engaged the community during 2008–09. The list is comprehensive, and demonstrates the department's commitment to include the community in the decision-making process.

Please note that a key system has been used to report on the outcomes of the community engagement activities. Further information on specific projects can be requested from the contact officer.

Key Outcomes

- A Strengthened partnerships and informed the community
- B Improved mutual understanding
- C Deepened participation and involved the community
- D Built capacity and collaborated with the community

Key: Approximate Number Consulted

- * Open to all residents in the community
- + Open to all residents in the suburb / Peak Industry

Line Area	Project	Consultation Process (tools used)	Groups/Individuals Consulted	Approximate Number Consulted	Outcome
	Community and Infrastructure Services				
Transport Regulation and Planning	Accessible Public Transport Action Plan	Information on the TAMS website, advertising, media release, online survey, hardcopy survey, letters to peak industry groups, briefings, stakeholder interviews and public workshops	ACT community, peak industry groups, TAMS CAG and other government departments	*	C
Roads ACT	Fyshwick Parking Consultation	Information on the TAMS website, advertising, media releases, letterbox drop, online survey, hardcopy survey, newsletter, briefings, stakeholder interviews, consultative committee meetings	Local residents, peak industry groups, TAMS CAG and other government departments	+	C

Line Area	Project	Consultation Process (tools used)	Groups/Individuals Consulted	Approximate Number Consulted	Outcome
ACT Library Service	Gungahlin Library	Letters to peak industry groups, briefings, stakeholder interviews, public workshops, consultative committee	Local residents, peak industry groups, TAMS CAG and other government departments	+	C
Roads ACT	Lanyon Drive Duplication	Displays, information of the TAMS website, advertising, media release, letterbox drop, briefings and public information session	ACT community, local residents, peak industry groups, TAMS CAG	*	A
Roads ACT	Major Road Works	Information on the TAMS website, advertising, media release, letterbox drops and letters to peak industry groups	ACT community, local residents, peak industry groups, TAMS CAG and other government departments	*	A
Roads ACT	Review of Disabled Parking	Information on the TAMS website, media release, online survey, hardcopy survey and letters to peak industry groups	ACT community, local residents, peak industry groups, TAMS CAG, event attendees and other government departments	*	C
Roads ACT	Tharwa Bridge	Information on the TAMS website, media release, letterbox drop, newsletter, briefings and public information sessions	ACT community and local residents	*	A
ACT Library Service	Introduction to ACT Libraries - Live in Canberra campaign	Information on the ACT Libraries website and advertising	New members of the ACT community	*	A
Asset Services Group	Asset Management Industry Forum	Fact sheets, letters to peak industry groups and conference	Peak industry groups, event attendees and other government departments	*	C
Canberra Connect	Canberra Connect Online Feedback	Information on the TAMS website, advertising, feedback forms, hot line/call centre, media release, letters to peak industry groups and briefings	ACT community, peak industry groups and the TAMS CAG	*	B

Line Area	Project	Consultation Process (tools used)	Groups/Individuals Consulted	Approximate Number Consulted	Outcome
Roads ACT	On Road Cycling	Stakeholder briefings	ACT community, peak industry groups and the TAMS CAG	*	A
ACT Library Service	RFID in libraries	Displays, fact sheets, information on the TAMS website, Information on the ACT Libraries website, media release, briefings and the training session	TAMS staff and the ACT community	*	A
Roads ACT	Road Safety Strategy	Advertising, stakeholder interviews and briefings	ACT community, peak industry groups and other government departments	*	A
Transport Regulation and Planning	TravelSmart display in Tuggeranong Hyperdome	Public Displays and information on the TAMS website	Local residents and the ACT community	*	A
Property Group	Customer Satisfaction Survey for Multi Purpose Tenants	Information on the TAMS website, advertising, online survey, hardcopy survey and letters to peak industry groups	Multi-purpose tenants of government owned property	+	B
ACT Property Group	Customer Satisfaction Survey for Tenant Facility Managers	Information on the TAMS website, advertising, online survey, hardcopy survey and letters to peak industry groups	Tenant facility managers of government owned property	+	B
ACT Property Group	Customer Satisfaction Survey for Tenants	Information on the TAMS website, advertising, online survey, hardcopy survey and letters to peak industry groups	Tenants of government owned property	+	B
ACT Library Service	Gungahlin Joint Use Library	Letters to peak industry groups, briefings, stakeholder interviews, public workshops, and consultative committee	Local residents, peak industry groups, TAMS CAG and other government departments	+	D

Line Area	Project	Consultation Process (tools used)	Groups/Individuals Consulted	Approximate Number Consulted	Outcome
ACT Library Service	Library Plan Consultation	Information on the ACT Library website, information on the TAMS website, advertising, feedback forms, hot line/call centre, media release, online survey, hardcopy survey, phone survey, letters to peak industry groups, discussion paper, briefings, stakeholder interviews, public workshops, stakeholder workshops, learning circles, story workshops with children and consultation at events such as Story Time	ACT community, peak industry groups, TAMS CAG, other government departments and schools	*	C
Transport Regulation and Planning	Light Rail	Roundtable workshop, stakeholder briefings and interviews and peak industry meetings	Peak industry groups and other government departments	+	C
Transport Regulation and Planning	New Driving Instructor Qualifications	Letters to peak industry groups and briefings	Peak industry groups	+	A
ACT Library Service	Story Time Survey	Letterbox drop and hardcopy survey	ACT community, local residents and event attendees	*	B
Transport Regulation and Planning	Australian Disability Parking Scheme Consultation	Community forum, information on the TAMS website, advertising, flyers, fact sheets and letters to peak industry groups	ACT community, peak industry groups and other government departments	*	C
Transport Regulation and Planning	Taxi Industry Roundtable	Roundtable workshop	Canberra Taxi Industry Association, Canberra cabs, Cab Xpress and other government departments	+	C

Line Area	Project	Consultation Process (tools used)	Groups/Individuals Consulted	Approximate Number Consulted	Outcome
Roads ACT	Parking Improvements at Nicholls Shops	Consultation with local residents, letterbox drops, advertising, media release, letters to peak industry groups, displays and stakeholder briefings	ACT community, local residents, peak industry groups and other government departments	+	B
Roads ACT	Fyshwick South Stormwater Augmentation	Letterbox drop and media release	Local traders, peak industry groups, other government departments and local residents	+	B
Transport Regulation and Planning	Focus groups on Driver Licensing and Vehicle Registration	Focus groups.	Random members of the ACT community	80	C
Roads ACT	Griffith Stormwater Augmentation	Letterbox drop and media release	Local traders, peak industry groups, other government departments and local residents.	+	A
Roads ACT	Rivett Stormwater Augmentation	Letterbox drop and media release	Local traders, peak industry groups, other government departments and local residents.	+	A
Roads ACT	Deakin Stormwater Augmentation	Letterbox drop and media release	Local traders, peak industry groups, other government departments and local residents	+	A
Roads ACT	Turner Stormwater Augmentation	Letterbox drop and media release	Local traders, peak industry groups, other government departments and local residents	+	A
Roads ACT	Majura Parkway Road Development	Designated website to provide information, advertising, media releases and stakeholder briefings	Local traders, peak industry groups, other government departments, ACT community and local residents	*	C

Line Area	Project	Consultation Process (tools used)	Groups/Individuals Consulted	Approximate Number Consulted	Outcome
	Enterprise Services				
ACTION	ACTION Subcommittee	Consultative committee	ACT community, peak industry groups and the TAMS CAG	+	C
ACTION	Floriade Parking	Information on the TAMS website, advertising, hot line/hotline/call centre, media release, letterbox drop, letters to peak industry groups, briefings, face to face communication and hard copy survey	ACT community, peak industry groups, event attendees and other government departments	*	A
Tourism	Floriade	Displays, information on the TAMS website, advertising, events, media release, letters to peak industry groups, and briefings.	ACT community and event attendees	*	B
ACTION	Schools Transport Liaison Committee	Quarterly meetings	Peak industry groups, TAMS CAG and other government departments	+	C
Territory Venues and Events	Stromlo Forest Recreation Park	Displays, information on the TAMS website and the Stromlo Forest Park website, briefings, stakeholder interviews and information sessions	Weston Creek Community Council ACT Community	*	B
Tourism	Tourism Industry Roundtable	Roundtable	Peak Industry Groups and ACT and Commonwealth government departments	+	C

Line Area	Project	Consultation Process (tools used)	Groups/Individuals Consulted	Approximate Number Consulted	Outcome
Cemeteries	Proposed Southern Cemetery and Crematorium	Displays, fact sheets, information on the TAMS website and the Cemeteries website, advertising, media release, letterbox drop, online survey, hardcopy survey, phone survey, letters to peak industry groups, briefings, stakeholder interviews and information sessions	ACT community, local residents, peak industry groups, Community Councils and other government departments	*	D
Territory Venues and Events	Canberra Stadium Master Plan	Displays, information on the TAMS website and the Canberra Stadium website, advertising, media release, letters to peak industry groups, briefings, stakeholder interviews, information sessions, internet blog and feedback forms	ACT community, local residents, peak industry groups, Community Councils and other government departments	*	C
Territory Venues and Events	Manuka Oval Master Plan	Displays, information on the TAMS website and the Manuka Oval website, advertising, media release, letters to peak industry groups, briefings, stakeholder interviews, information sessions, internet blog and feedback forms	ACT community, local residents, peak industry groups, Community Councils and other government departments	*	C
Roads ACT ACTION	Belconnen Town Centre Improvements	Briefings, stakeholder interviews, advertising, information on the TAMS website and the ACTION website and signage	ACT community, local residents, peak industry groups and other government departments	*	A

Line Area	Project	Consultation Process (tools used)	Groups/Individuals Consulted	Approximate Number Consulted	Outcome
Territory Venues and Events	Stromlo Forest Park Master Plan and Feasibility Study	Media release, advertising, information sessions, information on the TAMS website and the Stromlo Forest Park website	ACT community, local residents, peak industry groups, event attendees and other government departments	*	C
	Environment and Recreation				
Parks, Conservation and Lands	Belconnen Lakeshore Eastern Valley Way Inlet and Skate Park Consultation	TAMS website, media release, online survey, briefings, stakeholder interviews and public workshops	ACT community, local residents, peak industry groups and other government departments	*	C
Parks, Conservation and Lands	Bunda Street Upgrade	TAMS website, advertising, media release, newsletter, briefing sessions and information sessions	Local residents, peak industry groups and other government departments	*	B
Sport and Recreation	Industry Workshops	Workshops	State sporting organisations	198	B
Sport and Recreation	Community Workshops	Workshops	Community sporting clubs	395	B
Parks, Conservation and Lands	Deakin Shopping Centre Consultation	Displays, information on the TAMS website, feedback forms, advertising, media release, letterbox drop, briefings, stakeholder interviews and stakeholder briefings	ACT community, local residents, peak industry groups and other government departments	*	C
Parks, Conservation and Lands	Hawker and Weetangera Dog Park	TAMS website, media release, letterbox drop, online survey, hardcopy survey and letters to peak industry groups	ACT community, local residents, peak industry groups and other government departments	+	B
Sport and Recreation	Kids at Play Program	Delivery of play activities and sessions	ACT community, playgroups and pre/after school care	13,393	B

Line Area	Project	Consultation Process (tools used)	Groups/Individuals Consulted	Approximate Number Consulted	Outcome
Parks, Conservation and Lands	Macarthur Community Park Consultation	Displays, fact sheets, TAMS website, advertising, feedback forms, media release, letterbox drop, online survey, hardcopy survey, briefings, stakeholder interviews, public workshops and the www.bangthetable.com.au website	ACT community, local residents and peak industry groups	*	C
Parks, Conservation and Lands	Molonglo Corridor Tree Planting	Briefings and stakeholder interviews	ACT community, local residents and peak industry groups	+	B
Parks, Conservation and Lands	National Tree Day	Briefings and event	10 ADFA Students Helping Rangers Dig Holes	10	B
Parks, Conservation and Lands	National Tree Day Planting at Mount Majura	Briefings and event	ACT community	*	B
Parks, Conservation and Lands	Ranger Guided Activities	TAMS website and events	ACT community, peak industry groups, event attendees and other government departments	*	A
Parks, Conservation and Lands	Tree Replacement Program	TAMS website, letterbox drop, letters to peak industry groups and briefings	ACT community, local residents and peak industry groups	+	A
Parks, Conservation and Lands	Tuggeranong Skate Park	TAMS website, media release, online survey, briefings, stakeholder interviews and public workshops	ACT community, local residents, peak industry groups and other government departments	*	C
Parks, Conservation and Lands	City Centre Projects	TAMS website, media release, briefings and stakeholder interviews	Local stakeholders, peak industry groups and other government departments	*	C

Line Area	Project	Consultation Process (tools used)	Groups/Individuals Consulted	Approximate Number Consulted	Outcome
Parks, Conservation and Lands ACTEW	Cotter Dam Enlargement	Displays, fact sheets, TAMS website, advertising, media release, letterbox drop, online survey, hardcopy survey, letters to peak industry groups, briefings, stakeholder interviews and public workshops	ACT community, local residents, peak industry groups, TAMS CAG and other government departments	*	D
Sport and Recreation	Sport and Recreation Inclusion Framework Industry Consultation	Community forums and industry meetings	Peak industry groups and community groups	67	B
Parks, Conservation and Lands	Eddison Park Master Plan	Displays, feedback forms, TAMS website, advertising, events, media release, letters to peak industry groups, newsletter, briefings, stakeholder interviews and public workshops	ACT community, local residents, peak industry groups, TAMS Community Advisory Group, event attendees and other government departments	*	D
Parks, Conservation and Lands	Green Square Consultation	Displays, TAMS website, advertising, media release, letterbox drop, briefings, stakeholder interviews and public workshop	ACT community, local residents, peak industry groups and other government departments	*	C
Parks, Conservation and Lands	Accessible and Inclusive Play Spaces	Field trips, advertising, letter box letterbox drop, letters to peak industry groups and briefings	ACT community, children with special needs, peak industry groups and other government departments	*	D
Parks, Conservation and Lands	Additional Tree Planting - \$1 million over four lake regions)	Letterbox drops	Surrounding suburbs	+	A
Parks, Conservation and Lands	Childers Street Stage 3	Displays, TAMS website, media release, letterbox drop and briefings	Local residents, peak industry groups and other government departments	+	B

Line Area	Project	Consultation Process (tools used)	Groups/Individuals Consulted	Approximate Number Consulted	Outcome
Parks, Conservation and Lands	Farrer Shopping Centre Forward Design Studies	Displays, information on the TAMS website, feedback forms, advertising, media release, letterbox drop, briefings, stakeholder interviews and stakeholder briefings	ACT community, local residents, peak industry groups and other government departments	*	C
Parks, Conservation and Lands	Fire Abatement Works	TAMS website, advertising, media release, letterbox drop and briefings	Local residents	*	A
Sport and Recreation	Health and Physical Education Week Participation Activities	Event	Other government departments and six ACT primary schools	153	A
Parks, Conservation and Lands	Lyons Shopping Centre Forward Design Studies	Displays, information on the TAMS website, feedback forms, advertising, media release, letterbox drop, briefings, stakeholder interviews and stakeholder briefings	ACT community, local residents, peak industry groups and other government departments	*	C
Parks, Conservation and Lands	Namadgi Rock Art Conservation Management Plan	Tours, field trips, letters to peak industry groups, discussion paper, roundtable, briefings, stakeholder interviews, brainstorming, focus groups and expert panels	Indigenous community, PCL staff, NSW rangers, peak industry groups and other government departments	+	C
Parks, Conservation and Lands	Red Hill Shopping Centre Forward Design Studies	Displays, information on the TAMS website, feedback forms, advertising, media release, letterbox drop, briefings, stakeholder interviews and stakeholder briefings	ACT community, local residents, peak industry groups and other government departments	*	C
Sport and Recreation	Thanks Awards Evening (Volunteer Recognition)	Event	Volunteers, community sporting and recreation groups	+	A

Line Area	Project	Consultation Process (tools used)	Groups/Individuals Consulted	Approximate Number Consulted	Outcome
Parks, Conservation and Lands	Waramanga Shopping Centre Forward Design Studies	Displays, information on the TAMS website, feedback forms, advertising, media release, letterbox drop, briefings, stakeholder interviews and stakeholder briefings	ACT community, local residents, peak industry groups and other government departments	*	C
Parks, Conservation and Lands	Weston Park Master Plan	TAMS website, advertising, media release, online survey, hardcopy survey, letters to peak industry groups and stakeholder interviews	ACT community, local residents, peak industry groups and other government departments	*	D
Parks, Conservation and Lands	Ainslie Shopping Centre Upgrades	Displays, information on the TAMS website, feedback forms, advertising, media release, letterbox drop, briefings, stakeholder interviews and stakeholder briefings	Local residents, peak industry groups and other government departments	*	C
Parks, Conservation and Lands	Belconnen Lakeshore Refurbishment	Displays, TAMS website, media release, letters to peak industry groups, briefings and focus groups	ACT community, local residents, peak industry groups, TAMS CAG, event attendees and other government departments	*	C
Parks, Conservation and Lands	Draft Kangaroo Management Plan	TAMS website, advertising, media release, online survey, hardcopy survey, letters to peak industry groups and discussion paper	ACT community, peak industry groups and other government departments	*	C
Parks, Conservation and Lands	Draft Management Plan for Tidbinbilla Discussion Paper	TAMS website, advertising, media release, letters to peak industry groups, discussion paper, briefings, stakeholder interviews and consultative committee	ACT community, local residents, peak industry groups and other government departments	*	C
NoWaste	Materials Recovery Facility Open Day	TAMS website, tours, advertising, events and media release	ACT community and event attendees	*	B

Line Area	Project	Consultation Process (tools used)	Groups/Individuals Consulted	Approximate Number Consulted	Outcome
Sport and Recreation	School Girls Morning Tea	Morning tea	Students from nine ACT high schools	180	A
Parks, Conservation and Lands	Urban Forest Renewal Program	Displays, fact sheets, media release, letters to peak industry groups, briefings, stakeholder interviews, public workshops and articles in media	ACT community, local residents, peak industry groups, TAMS CAG and other government departments	+	C
Parks, Conservation and Lands	Kangaroo attitude survey	Phone survey	ACT community	600	B
Parks, Conservation and Lands	Rabbit Control in Pinnacle Nature Reserve	Letterbox drop	Local residents	+	A
Parks, Conservation and Lands	Bonython Play Space Renewal	Letterbox drops, posters, public notice, online survey, feedback forms, media release, information on the TAMS website and letters to peak industry groups	ACT community, local residents, peak industry groups and schools	*	C
Parks, Conservation and Lands	Downer Play Space Renewal	Letterbox drops, posters, public notice, online survey, feedback forms, media release, information on the TAMS website and letters to peak industry groups	ACT community, local residents, peak industry groups and schools	*	C
Parks, Conservation and Lands	Eddison Park Youth Recreation Facility	Stakeholder meetings, workshops, survey, flyers, static displays, ads in the Canberra Times and Chronicle, community feedback, information on the TAMS website and feedback via an internet blog	ACT community, local residents, peak industry groups, other government departments, community youth groups, school aged children and young adults	*	D

Line Area	Project	Consultation Process (tools used)	Groups/Individuals Consulted	Approximate Number Consulted	Outcome
Parks, Conservation and Lands	Kambah Play Space Renewal	Letterbox drops, posters, public notice, online survey, feedback forms, media release, information on the TAMS website and letters to peak industry groups	ACT community, local residents, peak industry groups and schools	*	C
Parks, Conservation and Lands	Yarralumla Play Space Renewal	Letterbox drops, posters, public notice, online survey, feedback forms, media release, information on the TAMS website and letters to peak industry groups	ACT community, local residents, peak industry groups and schools	*	C
Parks, Conservation and Lands	Fish Stocking Plan Public Comment	TAMS website, discussion paper and media release	ACT community and peak industry groups	*	C
Parks, Conservation and Lands	Belconnen Lakeshore Refurbishment (Emu Inlet)	TAMS website, advertising, letter boxletterbox drop, letters to peak industry groups and briefings	ACT community, local residents, peak industry groups and other government departments	+	B
Parks, Conservation and Lands	Woden Flood Memorial	Stakeholder meetings	Stakeholders and other government departments	+	C
Sport and Recreation	Civic Pool Options	Stakeholder briefings	Stakeholders (sport and community bodies) and other government departments	+	B
Sport and Recreation	Gungahlin Leisure Centre Forward Design Study	Stakeholder briefings	Stakeholders (sport and community bodies) and other government departments	+	B
Sport and Recreation	Indigenous Disability Sports Day	Briefing	ACT Community	9	A
Parks, Conservation and Lands	Horse Holding Paddocks	Advertising, letters to peak industry groups, briefings, stakeholder interviews and draft statement of requirement	ACT community, peak industry groups and industry	*	B

Line Area	Project	Consultation Process (tools used)	Groups/Individuals Consulted	Approximate Number Consulted	Outcome
Parks, Conservation and Lands	Rabbit Baiting in Watson/Hackett	Signage, letterbox drop and the Hackett Neighbourhood Watch newsletter	Local residents	+	A
Parks, Conservation and Lands	Scullin Shopping Centre Forward Design Studies	Displays, information on the TAMS website, feedback forms, advertising, media release, letterbox drop, briefings, stakeholder interviews and stakeholder briefings	ACT community, local residents, peak industry groups and other government departments	*	C
Parks, Conservation and Lands	Tuggeranong Town Park Stage	Media release, advertising, information on the TAMS website, briefings, stakeholder interviews and information sessions	ACT community, local residents, peak industry groups and other government departments	*	C
Parks, Conservation and Lands	Community Park Consultation - Cook	Information on the TAMS website, advertising, media release, presentations at local shopping centres, feedback forms, online surveys and stakeholder briefings	ACT community, local residents, peak industry groups, event attendees and other government departments	*	C
Parks, Conservation and Lands	Community Park Consultation - Holt	Information on the TAMS website, advertising, media release, presentations at local shopping centres, feedback forms, online surveys and stakeholder briefings	ACT community, local residents, peak industry groups, event attendees and other government departments	*	C
Parks, Conservation and Lands	Community Park Consultation - Macarthur	Information on the TAMS website, advertising, media release, presentations at local shopping centres, feedback forms, online surveys and stakeholder briefings	ACT community, local residents, peak industry groups, event attendees and other government departments	*	C

Line Area	Project	Consultation Process (tools used)	Groups/Individuals Consulted	Approximate Number Consulted	Outcome
Parks, Conservation and Lands	Community Park Consultation - Melrose	Information on the TAMS website, advertising, media release, presentations at local shopping centres, feedback forms, online surveys and stakeholder briefings	ACT community, local residents, peak industry groups, event attendees and other government departments	*	C
Parks, Conservation and Lands	Community Park Consultation - Mt Neighbour	Information on the TAMS website, advertising, media release, presentations at local shopping centres, feedback forms, online surveys and stakeholder briefings	ACT community, local residents, peak industry groups, event attendees and other government departments	*	C
Parks, Conservation and Lands	Community Park Consultation - Rivett	Information on the TAMS website, advertising, media release, presentations at local shopping centres, feedback forms, online surveys and stakeholder briefings	ACT community, local residents, peak industry groups, event attendees and other government departments	*	C
Parks, Conservation and Lands	Community Park Consultation - Village Creek	Information on the TAMS website, advertising, media release, presentations at local shopping centres, feedback forms, online surveys and stakeholder briefings	ACT community, local residents, peak industry groups, event attendees and other government departments	*	C
Parks, Conservation and Lands	Community Park Consultation - Weston Creek	Information on the TAMS website, advertising, media release, presentations at local shopping centres, feedback forms, online surveys and stakeholder briefings	ACT community, local residents, peak industry groups, event attendees and other government departments	*	C
Parks, Conservation and Lands	Glebe Park Pavement Replacement	Media release and TAMS website	ACT community	*	A

Line Area	Project	Consultation Process (tools used)	Groups/Individuals Consulted	Approximate Number Consulted	Outcome
Parks, Conservation and Lands	Glebe Park Works – Shade sails, stage, seating wall	Media release and the TAMS website	ACT community	*	A
Parks, Conservation and Lands	Tidbinbilla Ribbon Gum Theatre Upgrades	Briefings and stakeholder interviews	Community groups, Indigenous community and other government departments	+	B
	Office of the Chief Executive				
Community Engagement and Communications	Community Advisory Group	TAMS Consultative Committee meeting held on regular basis	TAMS CAG	8	C
Community Engagement and Communications	Christmas in Gungahlin	Community Event	ACT community, local residents, events attendees and other government departments	+	A
Community Engagement and Communications	Canberra Show Community Information Display	Large ACT Government display including fact sheets, giveaways and demonstrations	Event attendees	*	A
Policy Coordination	Crimes (Bill Posting) Amendment Bill 2008	Stakeholder interviews, media release and random telephone survey of 1000 ACT residents	ACT community and local shopkeepers	*	C
Community Engagement and Communications	Tidbinbilla Extravaganza	Community Event	ACT community and event attendees	*	A
Community Engagement and Communications	Whole-of-TAMS Customer Satisfaction Survey	Telephone survey and focus groups held every six months and web summaries on the TAMS website	ACT community	2,080	C

Line Area	Project	Consultation Process (tools used)	Groups/Individuals Consulted	Approximate Number Consulted	Outcome
Community Engagement and Communications	'Round Town Community Events	Surveys and interviews conducted during events to inform future planning, pre-and-post event stakeholder meetings (to seek input and provide feedback), telephone and email contact to ensure regular communication and event information on the TAMS website	ACT community, local residents, peak industry groups, event attendees and other government departments	54,000	B
	Shared Services				
InTACT	ICT Industry Engagement:	Stakeholders meetings	<p>InTACT actively engages with the local ICT industry through its membership and relationship with the Australian Information Industry Association (AIIA).</p> <p>InTACT also facilitates engagement and information sharing between the local ICT industry and InTACT through its Supplier Relationship Management team. This team meets regularly with existing and potential suppliers to ensure they have a good understanding of how to engage with the Territory; as well as assisting Territory staff in understanding the capabilities available in the local ICT Industry</p>	+	B

Line Area	Project	Consultation Process (tools used)	Groups/Individuals Consulted	Approximate Number Consulted	Outcome
Procurement Solutions	Industry Engagement	Industry Forums plus relevant information on the Procurement Solutions website; in particular, the regularly updated Capital Works Call Tender Schedule	Quarterly meetings with the Master Builders' Association (MBA), Australian Institute of Landscape Architects (AILA), Royal Australian Institute of Architects (RAIA). Canberra Business Council and ACT and Region Chamber of Commerce	+	A
	Department of Climate Change, Energy and Water				
DECCEW	Future Footprints Sustainability Expo	Displays, advertising, events and media release	ACT community and event attendees	*	A
DECCEW	ACT Water Report	TAMS website	ACT community	*	A
DECCEW	Nature Conservation Act Discussion Paper	Fact sheets, TAMS website, advertising, media release, letters to peak industry groups, discussion paper and briefings	ACT community, peak industry groups, TAMS CAG and other government departments	*	C
DECCEW	NRM Plan Consultation	TAMS website, advertising, media release, online survey, letters to peak industry groups, briefings, stakeholder interviews and consultative committee	ACT community, peak industry groups, TAMS CAG and other government departments	*	C
DECCEW/TAMS	Changes to the Domestic Animals Act	Fact sheets, brochures, DVDs, TAMS website, advertising, feedback forms, media release, letters to peak industry groups and briefings	ACT community and peak industry groups	*	A

Line Area	Project	Consultation Process (tools used)	Groups/Individuals Consulted	Approximate Number Consulted	Outcome
DECCEW	Climate change	Fact sheets, TAMS website, advertising, media releases, newsletter and briefings	ACT community, peak industry groups, TAMS CAG and other government departments	*	B
DECCEW	Animal Welfare Advisory Committee Community Engagement Plan	Displays, fact sheets, TAMS website, letters to peak industry groups, briefings and consultative committee	ACT community and peak industry groups	+	C
DECCEW	Recycling Week Schools Competition	TAMS website, letters to peak industry groups and competitions	School children	*	B

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B.2 Internal and External Scrutiny

Reports by the Auditor-General

During 2008–09 the ACT Auditor-General released the following reports that specifically related TAMS.

Report No	Title	Date Presented
1/2009	Roads Projects: Fairbairn Avenue Upgrade and Horse Park Drive	24 February 2009

The audit made six recommendations to address the issues raised. All were partly or fully agreed to by TAMS. The purpose of the audit was to provide an independent opinion on whether relevant government agencies planned and managed the selected road projects effectively to deliver the expected outcomes.

All Auditor-General's Reports are examined by the Public Accounts Committee (PAC) once presented to the Assembly. A Government Submission was in the final stages of finalisation at the end of the financial year to assist the PAC in their inquiry.

Report No	Title	Date Presented
2/2009	Follow-up Audit: Implementation of Audit Recommendations on Road Safety	1 May 2009

The audit made four recommendations to further improve TAMS' implementation of the original audit recommendations. TAMS agreed or agreed-in-part to all recommendations. The objective of this follow-up audit was to report to the Legislative Assembly on the extent to which TAMS has addressed and resolved issues or deficiencies identified in the 2006 Audit Report.

The audit focused on:

- Procedures established within TAMS for monitoring and reporting on the implementation of performance audit recommendations
- The extent to which TAMS had implemented accepted recommendations made in the original report.

A Government Submission to the Public Accounts Committee is being prepared.

Outstanding Report from 2007–08

Report No	Title	Date Presented
3/2008	Records Management in ACT Government Agencies	26 June 2008

The Auditor-General made recommendations in relation to compliance with the legislation, consistency in record management practices, training, procedures and guidelines, dissemination of guidance material, risks associated with physical storage, improving electronic record keeping and monitoring and reviewing record keeping practices. A Government Submission was in the final stages of finalisation at the end of the financial year to assist the PAC in their inquiry.

Reports by the Ombudsman

During 2008–09 the ACT Ombudsman did not release any reports that related specifically to Territory and Municipal Services.

For more information:

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B.3 Legislative Assembly Committee Inquiries and Reports

The following Legislative Assembly Committee inquiries, relating to the operations of the Department, were presented and require implementation during the term of the current Government:

Standing Committee on Planning and Environment

Report No	Title	Date Presented
24 of 2003	Inquiry into the Road Transport (Public Passenger Services) Amendment Bill 2003	11 December 2003
29 of 2007	ACTION Buses and the Sustainable Transport Plan	28 August 2007
33 of 2008	Annual and Financial Reports 2006–2007	6 May 2008
34 of 2008	Inquiry into Namadgi National Park Draft Plan of Management	5 August 2008
1 of 2009	Annual and Financial Reports 2007–2008	16 June 2009

IMPLEMENTATION OF RECOMMENDATIONS OF ASSEMBLY COMMITTEE REPORTS

Report No 24 of 2003 Inquiry into the Road Transport (Public Passenger Services) Amendment Bill 2003

The Bill gave effect to the Government's taxi and hire car reform program announced in 2002 which

included: the introduction of an accreditation scheme for hire car operators, regulating powers to provide for categories of restricted hire cars and regulating powers for the staged release of additional taxi and hire car licences by auction. As reported in the 2006–07 Annual Report most of the recommendations have been completed. Progress on the outstanding recommendations is as follows:

Recommendation	Government Response	Action to Date
That the arrangements for the Queanbeyan hire cars to operate in the ACT be formalised, but this not be restricted to any number and be subject to mutual recognition of accreditation standards in both the ACT and Queanbeyan	Agreed. The introduction of accreditation for hire cars (as contained in the Bill) will provide the framework for mutual recognition with NSW hire cars. Any differences in licence values between NSW and the ACT may be barriers to mutual recognition. After the buy-back of hire car licences, the licence fees charged in each jurisdiction will become more closely aligned	Cross border hire car arrangement investigations have commenced and progressed during 2009-10
<p>The Committee recommends that the ACT Government should:</p> <ul style="list-style-type: none"> Interpret 'community wide' as region wide because of the cross border issues with NSW; Work with the NSW Government to create a greater choice for consumers through a single taxi and hire car regulatory regime, as well as encouraging other network providers to come into the market 	Agreed in part. A single ACT-Queanbeyan taxi area has been in place, either as a trial or a permanent arrangement, for over two years. The introduction of accreditation for hire cars will provide the framework for mutual recognition with NSW hire cars	Cross border hire car arrangement investigations have commenced and progressed during 2009-10

Report No 29 of 2007 ACTION Buses and the Sustainable Transport Plan

The Committee made 47 recommendations. These included a number of recommendations relating to the development of Network 08, accessibility standards and services for the elderly and people with disabilities, promotion of Park 'n ride, Bike'n Ride and the walking school bus and the economic, social, and environmental benefits of public transport use. While considerable work has been undertaken to progress the recommendations of the report a formal response has yet to be finalised.

Report No 33 of 2008 Annual and Financial Reports 2006-2007

The Committee made three recommendations which related to TAMS.

Recommendation	Government Response	Action to Date
The ACT Government clarify the future of the two busway projects and the progress of the Real Time Passenger Information System implementation	<p>Agreed. The Sustainable Transport Plan identified the transport corridors from Belconnen to the City and Gungahlin to the City as key short-term priorities. It acknowledged that a bus based system offers the flexibility to reinforce transport corridors progressively through bus priorities and right of way arrangements. In relation to the Gungahlin to City corridor, the Government has already constructed a bus lane on Flemington Road and completed a feasibility study in relation to a segregated bus lane along Northbourne Avenue. The Government considers the Northbourne Avenue project is a medium-term priority, which would only be progressed once more fundamental improvements are made to ACTION bus services. A Preliminary Assessment (PA) of the possible route for the Belconnen to City busway has been completed, which will enable the reservation of a route for a future transitway to be made. The 2008-09 Budget committed funding of \$3.5 million to progressively construct bus lanes and priority measures at the key intersections along this corridor. This will improve the travel time of bus commuters. The Government has completed a concept design for a Real Time Passenger Information System (RTPIS). This process identified that RTPIS would be most cost effectively provided in conjunction with an upgraded bus ticketing system. As the first stage, the Government has provided funding of \$8 million to upgrade ACTION's bus ticketing system. RTPIS will be considered as a medium term project</p>	<p>The Government recognises the importance of clearly identifying transport corridors between major employment, residential and other activity centres. The draft Public Transport Strategic Network Plan (the Plan), to be released in August 2009 for public consultation, will indicate the location of those corridors, including the ones running between the City and town centres. The Plan will also outline the steps which would be required in terms of improvements to infrastructure and services to achieve improved public transport patronage in line with the targets in the Sustainable Transport Plan. Measures could include real time passenger information and dedicated transitways. However, the timing of such initiatives would be considered having regard to competing priorities</p>

<p>The ACT Government ensure the implementation of the Sustainable Transport Plan is adequately resourced</p>	<p>Agreed. The Government's Sustainable Transport Plan (STP) is aimed at supporting alternative transport modes. To date, the Government is on track to meet its 2011 targets for alternative transport. The 2008-09 Budget committed significant funding to progress a range of initiatives, consistent with the STP framework, for road infrastructure, public transport, parking management and cycling and walking. Specific STP implementation initiatives, committed in the budget process, include:</p> <ul style="list-style-type: none"> • Construction of bus lanes and bus priority measures (\$3.5 million). • Construction of park 'n' ride' and bike 'n' ride facility (\$0.53 million). • Belconnen town centre bus system improvement (\$16.5 million). • The replacement of around 100 buses over the next four years to improve the efficiency and accessibility of the ACTION fleet (\$49.5 million). • Additional bus services by implementing ACTION's Network 08 (about \$38 million). • Implementation of bike on bus initiative (\$0.189 million). • Concession bus travel for seniors (\$1.173 million). • Providing free travel on ACTION buses for residents over 75 years of age (\$0.5 million). • Cycling and walking infrastructure upgrades (about \$1.5 million). • Improving Cotter road on-road cycle connections (\$2.3 million) 	<p>In addition to the significant sustainable transport-related measures in the 2008-09 Budget, TAMS is leading the development of a Sustainable Transport Action Plan 2010-2016 (STAP) to continue implementing the Sustainable Transport Plan. The STAP will include long term strategies on parking, public transport, walking and cycling, and the transport infrastructure to support these strategies. It will detail actions and initiatives demonstrating how the government plans to meet transport demand and move closer to the targets of Sustainable Transport Plan in the short to medium term. The STAP will be released in 2010</p>
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Report No 34 of 2008 Inquiry into Namadgi National Park Draft Plan of Management

The Committee made 22 recommendations. These included recommendations relating to bushfire management and fire trails, the interim Namadgi Advisory Board, recreational horse riders, indicative guide to events and monitoring of usage by different groups. A Government Response to the report is currently being prepared. Implementation of the recommendations will be reported on in the 2009-10 Annual Report.

Report No 1 of 2009 Annual and Financial Reports 2007-2008

The Committee presented the report in the Assembly on 6 May 2009. A Government Response to the report, coordinated by CMD, is currently being prepared. Implementation of the recommendations will be reported on in the 2009-10 Annual Report.

Further information may be
obtained from:

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B.4 Legislative Report

Following is the list of legislation for which the Department is responsible in accordance with the AAOs:

Minister	Act
<i>Minister for Territory and Municipal Services</i>	<i>Animal Diseases Act 2005</i>
	<i>Animal Welfare Act 1992</i>
	<i>Cemeteries and Crematoria Act 2003</i>
	<i>Clinical Waste Act 1990</i>
	<i>Domestic Animals Act 2000</i>
	<i>Fertilisers Act 1904</i>
	<i>Fisheries Act 2000</i>
	<i>Government Procurement Act 2001</i>
	<i>Gungahlin Drive Extension Authorisation Act 2004</i>
	<i>Lakes Act 1976</i>
	<i>Litter Act 1977</i>
	<i>Pest Plant and Animals Act 2005</i>
	<i>Plant Diseases Act 2002</i>
	<i>Stock Act 2005</i>
	<i>Territory Records Act 2002</i>
	<i>Tree Protection Act 2005</i>
	<i>Trespass on Territory Land Act 1932</i>
	<i>Utilities Act 2000 part 14, and sections 254 and 256 in relation to part 14</i>
	<i>Waste Minimisation Act 2001</i>
<i>Minister for Transport</i>	<i>Interstate Road Transport Act 1985 (Cwlth)</i>
	<i>Interstate Road Transport Charge Act 1985 (Cwlth)</i>
	<i>Motor Vehicle Standards Act 1989 (Cwlth)</i>
	<i>NRMA – ACT Road Safety Trust Act 1992</i>
	<i>Road Transport (Alcohol and Drugs) Act 1977</i>
	<i>Road Transport Charges (Australian Capital Territory) Act 1933 (Cwlth)</i>

Minister	Act
	<i>Road Transport (Dimensions and Mass) Act 1990</i>
	<i>Road Transport (Driver Licensing) Act 1999</i>
	<i>Road Transport (General) Act 1999, except Part 10*</i>
	<i>Road Transport (Public Passenger Services) Act 2001</i>
	<i>Road Transport (Safety and Traffic Management) Act 1999</i>
	<i>Road Transport Reform (Dangerous Goods) Act 1995 (Cwlth)</i>
	<i>Road Transport Reform (Vehicles and Traffic) Act 1993 (Cwlth)</i>
	<i>Road Transport (Vehicle Registration) Act 1999</i>
	<i>Roads and Public Places Act 1937*</i>
<i>Minister for Arts and Heritage</i>	<i>Heritage Act 2004</i>
<i>Minister for Tourism, Sport and Recreation</i>	<i>Boxing Control Act 1993</i> <i>Drugs in Sport Act 1999</i> <i>Exhibition Park Corporation Act 1976</i> <i>Nudity Act 1976</i> <i>Public Baths and Public Bathing Act 1956</i>

* Some functions under these Acts are delegated to the Chief Executive, Justice and Community Safety for sub-delegation to officers of that Department.

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SECTION A

SECTION B

SECTION C

APPENDICES

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SECTION C

LEGISLATIVE AND POLICY-BASED REPORTING

C.1 Risk Management and Internal Audit

Risk Management

TAMS has a Risk Management Framework that is designed to support the identification and management of risk at all levels of the department. The framework is based on the Australia and New Zealand Standard 4360:2004 and overseen by the Internal Audit Committee and the Strategic Management Team (SMT).

The framework is managed by the Risk Management Steering Group (RMSG) (formerly the Risk Management Working Group). The RMSG meets monthly to update the department's risk register and to explore and assess risks across the department. It reports to the Audit Committee and the SMT. The RMSG is supported by the Risk Management Reference Group (RMRG) which comprises representatives of all business units within TAMS, as well as the ACT Insurance Authority (ACTIA). The RMRG meets bi-monthly.

The framework underwent a comprehensive revision between October 2008 and May 2009, ensuring that it maintains its currency with the changing environment within TAMS. TAMS has adopted a 'keep it simple' approach to risk management, electing to ensure a pragmatic approach to managing risks across the department which supports effective risk management at all levels.

In addition to reporting on emerging risks at the bi-monthly Reference Group meetings, business units report separately on their risks to the Steering Group, at which time they are assessed for inclusion in the departmental risk register.

In November 2008, the Shared Services Centre was integrated into TAMS. Shared Services maintains a Risk Management Plan that was reviewed in November 2008 and endorsed by the Shared Services Audit Committee on 4 December 2008.

ACTIA is responsible under the ACT Government's Risk Management Policy for assisting agencies to implement risk management policies and procedures across government and the department works closely with ACTIA to ensure its risk management framework and policies meet all relevant guidelines. TAMS also continues to maintain its corporate membership of the Risk Management Institution of Australasia (RMIA), with members of the RMSG the nominees representing TAMS. Membership of RMIA enables members to stay abreast of risk management practices across a range of industries, as well as providing access to a range of risk training and professional development opportunities.

Internal Audit

The TAMS Audit Committee oversees, on behalf of the Chief Executive, the Department's governance, risk and internal control environment and provides assurance to the Chief Executive as to the effectiveness of these measures. The Committee oversees the development and implementation of a comprehensive audit program, which is developed each year to address identified areas of high and medium risk. Additional audits are included in response to issues of concern identified throughout the year.

Following the changed administrative arrangements in November 2008, TAMS commenced restructuring its audit committee charter, membership and program to ensure it appropriately incorporated changes brought about by the amalgamation of the

TAMS and Shared Services Audit Committees. The redrafting of the Audit Committee charter ensures continued assurance to the Shared Services Governing Committee of the independent oversight of services provided to government agencies by Shared Services. The new TAMS Audit Committee was formally established in May 2009 and met for the first time on 12 June 2009.

Prior to this time, the original TAMS and Shared Services Audit Committees continued to operate as separate entities. The old TAMS Audit Committee held its last meeting on 8 April 2009.

The new TAMS Audit Committee has five members – an independent Chair, a Deputy Chair, an independent member external to government, an external member from another ACT Government agency and the Head of Shared Services. The membership of this Committee is reviewed and rotated regularly. The TAMS Audit Committee (old and new) met six times during the year, including a meeting to review the departmental financial statements.

TAMS Audit Committee Membership and meeting attendance for 2008-09:

Name of Member	Position	Duration	Eligible Meetings	Meetings Attended
Will Laurie*	Independent Chair	July 2008 to June 2009	6	6
Tracy Hicks*	Deputy Chair	July 2008 to June 2009	6	6
Gary Byles	Member	July 2008 to November 2008	2	2
Tom Elliott	Member	November 2008 to April 2008	3	3
Anthony Polinelli	Member	July 2008 to April 2009	5	5
Michael Vanderheide*	Member	Commenced June 2009	1	1
Ian Male*	Independent	Commenced June 2009	1	1
Mark Whybrow*	Independent	Commenced June 2009	1	1
Rod Alfredson	Independent	July 2008 to June 2009	6	6
Russell Hearne	Observer (Auditor General's Office)	August 2008 to June 2009	4	4
Chris Petersen	Observer (Auditor General's Office)	July 2008	1	1

* Current members of the amalgamated Committee, as at 30 June 2009.

In 2008–09, TAMS developed a Strategic Internal Audit Program (SIAP) to guide its audit activities over the next three years. The SIAP was developed in consultation with all business units in TAMS and with reference to the Strategic and Fraud Risks that have been identified through the Risk Management and the Fraud and Corruption Control processes.

A panel of audit firms provide a range of performance, compliance and IT audit services for the Department. The firms completed 18 audit reviews during the 2008–09 financial year, presenting the final reports to the Committee for consideration and acceptance.

The reports presented to the Committee during 2008–09 were:

- Fraud and corruption prevention plan
- Occupational Health and Safety
- Leave and attendance in Asset Services Group
- Asset Management Systems
- Implementation of Recommendations
- ACTION Workshops
- Security of Heritage Sites
- Parkes, Conservation and Lands contractor viability
- Management of Capital Works Programs
- Charter Services in ACTION buses
- Heritage Trust
- Taxi and Bus Operator Accreditation
- Written-off and Stolen Vehicle Rebirthing
- Contaminated sites
- Graffiti contract
- Strategic Internal Audit Plan
- ACTION Financials
- Single select procurement.

The Audit Committee is informed of departmental risks by the RMRG which comprises representation from across the department and manages the department's RMF.

Shared Services Internal Audit Committee

The Shared Services Audit Committee, governed by its Audit Committee Charter, met four times during 2008–09. Following the transfer of Shared Services into TAMS in November 2008, the Shared Services and TAMS Audit Committees have been amalgamated. The Shared Services Audit Committee held its final meeting on 13 March 2009, with the first meeting of the amalgamated TAMS Audit Committee on 12 June 2009.

Membership of the Shared Services Audit Committee included three external appointees (two ACT Government and one ACT Government Business Enterprise), two internal appointees and an independent Chair. The Head of Shared Services and the Shared Services' Chief Financial Officer attended meetings as observers and a representative from the ACT Auditor-General's Office also regularly attended meetings.

Shared Services Committee Membership for 2008–09:

Position	Name	No of Meetings Eligible	No. of Meetings Attended
Chair	Will Laurie	4	4
Deputy Chair	Kay Austin, Director Strategic Coordination, Shared Services	4	3
Member	Tracy Hicks, Executive Director TAMS	4	2
Member	Ian Macara, Legal Counsel and Board Secretary ActewAGL	4	4
Member	Michael Chisnall, General Manager InTACT	4	4
Member	Ron Foster, Chief Finance Officer ACT Health	4	2
Observer	Michael Vanderheide, Head of Shared Services	4	4
Observer	Ross Burton, Chief Financial Officer Shared Services	4	2
Observer	ACT Auditor-General's Office Representative	4	2

Internal audits in Shared Services during 2008–09 were conducted by the Oakton Group, Walter Turnbull and Protiviti. Audit topics identified in the Shared Services Audit Plan for 2007–09 were determined as part of the strategic business risk assessment conducted in May 2007 and reviewed in November 2008. Internal Audits completed in Shared Services during the financial year included a review of ICT Security, Budget Preparation and Monitoring, the One Oracle Financial Management System and Management of Personal Information.

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C.2 Fraud Prevention

The TAMS Audit Committee oversees integrity and fraud control arrangements for the department, including reviewing the effectiveness of arrangements, and monitoring reports of fraudulent activity. The Committee advises the Chief Executive of any concerns regarding the management and integrity of fraud risk strategies, in conjunction with the Senior Executive Responsible for Business Integrity Risk.

A comprehensive internal audit program is conducted each year, which addresses issues of high and medium integrity and fraud risk identified through both risk assessment and integrity risk assessment processes.

Risk assessments are based on a number of formal and informal inputs, including reviews of the risks assessments identified in the Fraud and Corruption Prevention Plan, feedback from business units in respect of identified business integrity risks, and oversight of actual cases of fraud and corruption across the department. As well as the Internal Audit Committee, the Risk Management Steering Group and Reference Group also monitors business integrity risk.

For 2008–09, the department continued to base its fraud and corruption control strategies on the 2006–08 TAMS Fraud and Corruption Control Plan. In October 2008, a review of the TAMS Fraud and Corruption Prevention Plan was commenced with the 2009–11 TAMS Fraud and Corruption Prevention Plan being approved in May 2009 by the SMT.

Prevention of fraudulent behaviour is actively promoted and encouraged through information provided in general awareness training for staff and targeted training for areas identified as high risk. Information on ethics, conduct and related issues are available on the TAMS intranet. In 2008–09, Fraud and Ethics training was presented to 517 staff throughout 15 business units. Fraud and corruption prevention awareness training was provided to 32 Shared Services recruits as part of the Treasury induction program.

During 2008–09, training in information classification and security, procurement practices and records management was provided to a total of 163 Shared Services staff as part of the Treasury training program. This training built staff understanding of the due processes and practices for properly managing information and procurements and thus helped to mitigate two key areas of potential fraud and corruption risk.

Fraud Detection – Incidents of Fraud Reported in 2008–09

Four instances of suspected fraudulent behaviour were reported during 2008–09. After extensive investigations. In two cases a perpetrator was not identifiable. In both cases security and procedures have been improved. In one of the remaining cases a perpetrator was identified and employment terminated. No evidence of fraudulent behaviour was found in the last case and staff were reminded of their obligations.

No allegations of fraud or corruption were reported to the Department of Treasury Senior Executive Responsible for Business Integrity Risk during the period July 2008 to November 2008. A case of fraud identified in Shared Services during 2007–08 was raised again in September 2008. However, upon further investigation the case was not reopened.

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C.3 Public Interest Disclosure

This report is provided in accordance with Section 11 of the *Public Interest Disclosure Act 1994* (the Act). The Act provides the mechanism for people to report wrongdoing in the ACT Public Sector (otherwise known as 'whistle blowing'). A report can be made by an officer or a member of the public.

Procedures Maintained by Territory and Municipal Services

The TAMS Public Interest Disclosure Procedure Statement provides information to assist people who may be considering making a disclosure. It details what the department will do when it receives a disclosure.

The procedures:

- Advise contact details of officers who can provide information and assistance in making disclosures
- Detail who in the department has the responsibility for receiving and handling disclosures
- Provide information on the protection against reprisals available to the person making the disclosure
- Provide assurance on the impartiality of the process
- Provide advice on possible outcomes.

The Public Interest Disclosure Procedure Statement is available on the department's intranet and internet sites.

Disclosures Received

In 2008–09, TAMS received one Public Interest Disclosure relating to disclosable conduct as described in Section 4(2)(b) of the Act. This disclosure is currently under investigation.

No other disclosures have been received, referred or investigated by TAMS during 2008–09.

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C.4 Freedom of Information

This report is prepared in accordance with the requirements under Section 79 of the *Freedom of Information Act 1989* (the Act). The details listed below reflect the administrative arrangements as at 30 June 2009. The Act:

- Provides for general access to documents of agencies and official documents of ministers, subject to certain exemptions and exceptions
- Provides for the amendment of records about the personal affairs of an applicant that the applicant believes to be incorrect, incomplete, out of date or misleading
- Establishes a system to review certain decisions at various levels
- Requires the publication of information on the functions and official documents of an agency and that particular documents be available for inspection and sale.

Comparative Statistics of Freedom of Information (FOI) Applications 1 July 2006 to 30 June 2009

Applicant Type	2008–2009		2007–2008		2006–2007	
	No	Per cent	No	Per cent	No	Per cent
Member of Public	27	47%	45	73%	43	65%
Solicitor	12	21%	8	12%	11	16%
ACT Legislative Assembly Member	15	26%	7	11%	10	15%
Association	2	4%	1	2%	0	0
Company	1	2%	0	0	0	0
Organisation	0	0	0	0	0	0
Consultant	0	0	0	0	0	0
Journalist	0	0	0	0	1	2%
Other	0	0	1	2%	1	2%
Total	57	100%	62	100%	66	100%

Summary – Outcomes of FOI Requests

During 2008–09 a total of 57 requests were received. This includes one internal review from the 2007–08 financial year.

The total number of requests received in the 2008–2009 financial year decreased by 5.

7 requests carried over from the 2007–2008 financial year were also completed during this period.

	2008–2009		2007–2008		2006–2007	
Decision			Requests lodged	Per cent (%)	Requests lodged	Per cent (%)
Full Release	9	16%	13	24%	11	18%
Partial Release	33	59%	39	71%	45	72%
Entire Exemption	1	2%	0	0	1	2%
Technical Refusal #	4	7%	1	2%	4	6%
Withdrawn ##	9	16%	2	3%	1	2%

No documents exist.

Documents were provided through a separate process for most of these requests.

As at 30 June 2009 there are 7 requests and 1 internal review pending. These will be completed in the 2009–2010 financial year.

Response Times

Year	0–30 days	31–45 days	46–60 days	61–90 days	90+ days
2008–2009	50 (89%)	4 (7%)	1 (2%)	1 (2%)	0
2007–2008	38 (69%)	13 (24%)	3 (5%)	1 (2%)	0
2006–2007	44 (71%)	11 (18%)	4 (6%)	3 (5%)	0
2005–2006	46 (92%)	2 (4%)	0	0	0
2004–2005	39 (87%)	5 (11%)	1 (2%)	0	0

*In most cases an extension of time was negotiated due to the time required to draw specific information together.

Appeal of Decisions

There were five applications for internal review:

- Decision upheld – 2
- Documents released in full – 1
- Additional documents located and released in full – 1
- As at 30 June 2009 there was 1 internal review still pending. This will be completed in the 2009–2010 financial year.

There was one appeal to the Administrative Appeals Tribunal which was withdrawn.

There were no complaints on an FOI matter lodged with the ACT Ombudsman.

There were no requests to amend personal records.

Fees and Charges

There were no requests made for payment of fees and charges associated with an application and processing of an FOI request.

Measures to Assist the Public

Copies of the Freedom of Information leaflet and application form are available from the Department's Freedom of Information coordinator by telephoning (02) 6207 5672. It is also available on the TAMS website.

Section 8 Statement

A copy of the Section 8 Statement is not published in this report but is available on request from the Department's FOI contact officer.

Section 7 Statement

Section 7 of the *Freedom of Information Act 1989* requires the Department to prepare and publish a statement outlining organisation, functions and powers, the categories of documents available and facilities provided for access to documents. The following is correct as at 30 June 2009.

Organisation, Functions and Powers

The organisation and functions of the agency are described in this Annual Report. Legislation administered by TAMS is published in full in the AAO's.

Public Participation in Decision-Making

Avenues available for public participation in decision-making include: public submissions to inquiries, discussion at public meetings, consultative committees for specific purposes, access to records through FOI requests, comments on draft documents, comments on Bills before the Assembly and contact with the relevant Minister.

Categories of Documents

The Department holds several basic categories of documents:

- Those that are freely available on request and without charge
- Those available for sale including those that are part of a public register
- All other kinds of documents that may be available under the FOI Act.

Documents Available on Request and Without Charge

Documents within this category include publications produced by the Department on various aspects of its activities. These are distributed from public counters and libraries throughout the Territory and may be available on the ACT Government's Internet Home Page.

Documents Available for Sale

Documents available for public access but with a fee payable include maps, plans, publications relating to land management and street names.

Documents of Other Kinds that may be Available Under the Act

Documents may include:

- General files including internal, interdepartmental and public documents, minutes of meetings of management and other committees, agendas and background papers, policy statements, financial and staffing estimates
- Diaries, rosters and work sheets
- Program and policy files
- Records held on microfilm, computer or paper in connection with specialised divisional functions
- Photographs, videos and films
- Financial and accounting records
- Details of contracts and tenders
- Files on applicants and clients
- Records of government including the machinery of government
- Maps, plans and brochures
- Management plans for ACT parks and reserves

- Conservation plans relating to selected heritage places
- Technical and scientific reports and discussion papers
- Grant applications.

Facilities for Access to Information

Those seeking information are encouraged to seek access by contacting the Department before commencing the more formal FOI procedure. In many cases it may be possible to access information far more speedily and efficiently through such an approach. Physical access to the documents of the agencies is available at the listed address below.

All FOI requests should be directed to:

Chief Executive
Territory and Municipal Services
PO Box 158
CANBERRA ACT 2601

The Department's street address is:

Macarthur House
12 Wattle Street
Lyneham ACT 2602

Further information may be obtained from:

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Website: www.tams.act.gov.au

C.5 Internal Accountability

Senior Executive Structure

The TAMS senior executive structure includes the Chief Executive and the Executive Directors for each of the department's four networks and the Office of the Chief Executive. The senior management structure and organisational chart are outlined on page 4. There have been a number of acting arrangements throughout the financial year.



Gary Byles, the acting Chief Executive of TAMS from November 2008 and Chief Executive from 19 June 2009, is responsible for a wide range of services and facilities the department provides and manages. Prior to his role as Chief Executive, Mr Byles worked as the Executive Director for Enterprise Services. In this role he was responsible for providing leadership and strategic direction for a number of government-run commercial businesses. Before joining TAMS in August 2007, Mr Byles spent 32 years with the Australian Army. Mr Byles retired from the Department of Defence in 2003, followed by a period as the Sheriff of NSW, responsible for court security, the NSW jury system and enforcement of court orders. Aside from military honours, Mr Byles holds a Bachelor of Social Science and an Executive Masters in Public Administration.



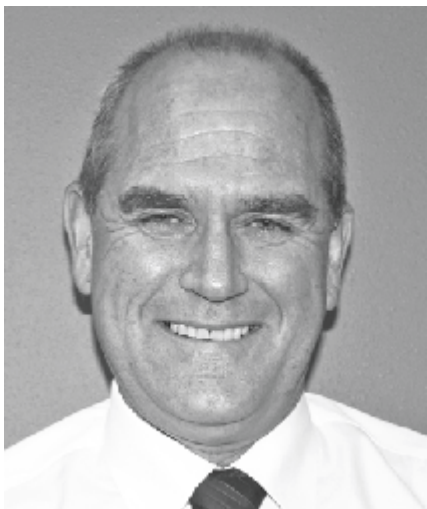
Tracy Hicks is the Executive Director, Strategic Coordination and Continuous Improvement and is responsible for management of all Business Units and activities within the Office of the Chief Executive. These include: Strategic Human Resources, Strategic Finance, Cabinet and Assembly Liaison, Government Policy and Legislative Coordination, Community Engagement and Communications, Accommodation, Fleet and ICT Contracts. Prior to joining TAMS in 2006, Ms Hicks was the Director of Planning and Coordination for Emergency Management Australia, an agency of the federal Attorney-General's Department. Ms Hicks holds a Bachelor of Health Science degree majoring in Management and Team Development Sociology and Health and Communities, and has received training in Risk Management, Leading Change in Complex Organisations and Media.



Stephen Ryan is the acting Executive Director, Community and Infrastructure Services and is responsible for providing leadership and guidance to Roads ACT, ACTPG, ACTLIS, Canberra Connect, TRAP and ASG. Mr Ryan's substantive position is the Director, ACT Property Group. Mr Ryan was one of a number of TAMS staff that were recognised in mid-2008 for 20 years continuous service to the ACT Government. During these 20 years, Mr Ryan has gained extensive experience in land management, building regulation, town planning, spatial information and property management. Mr Ryan holds a Bachelor of Arts and a Graduate Diploma in Management.



Hamish McNulty is the Executive Director of Environment and Recreation and is responsible for environmental licensing and compliance, waste, regulation and land management, as well as sportsgrounds, the ACT Academy of Sport and relationships with sports organisations. Mr McNulty has been with TAMS (and formerly Urban Services) for nine years and was previously the Executive Director of Municipal Services and Executive Director of City Management for the Department of Urban Services. Prior to coming to Canberra, Mr McNulty worked for local government in NSW for 18 years. Mr McNulty has a Bachelor of Engineering and Master of Business Administration. He is a Fellow of the Australian Institute of Management and a Graduate Member of the Australian Institute of Company Directors. He is a Director of Transport Certification Australia Ltd and a member of the Advisory Board for the Institute of Applied Ecology at the University of Canberra.



Tom Elliott is the acting Executive Director of Enterprise Services, which is responsible for Australian Capital Tourism, Yarralumla Nursery, CLS, ACT Public Cemeteries Authority, TVE and ACTION buses. Mr Elliott joined the ACT Government in 2001 as the first Director of Canberra Connect and subsequently moved to ACTION as its General Manager, his substantive position with TAMS. Prior to this, Mr Elliott worked with the ATO, NSW Agriculture, TAFE NSW and initially with Sutherland Shire Council in Sydney. Mr Elliott has a Bachelor of Arts (Economics/History), a Graduate Diploma in Information Science and a Graduate Diploma Human Resource Management. Mr Elliott has undertaken a variety of leadership development programs in his public sector career and is a current member of the Australian Institute of Company Directors.



Michael Vanderheide was appointed as the Head of the ACT Government's newly established Shared Services Centre in May 2006. Prior to taking on the Shared Services role, Mr Vanderheide was General Manager of InTACT. Mr Vanderheide's professional experience is a mix of both public and private sector, with organisations including Qantas, IBM and ActewAGL in senior roles in the fields of ICT and Human Resource Management. Mr Vanderheide holds Bachelor of Arts and Masters of Business Administration degrees. He is an Adjunct Professor with the School of Information Sciences and Engineering at the University of Canberra and is Chair of the Advisory Council to the Canberra Institute of Technology's Faculty of Business.

Organisational Changes

In 2008–09, a key focus for the Department was the machinery of government changes announced by the government after the October 2008 ACT elections. These changes resulted in the creation of a new Department, DECCEW, and the transfer of Shared Services and EPIC into TAMS. A number of Business Units within TAMS were transferred to DECCEW.

Administrative Arrangements Orders (AAOs) effecting the transfer of Shared Services to TAMS and the AAOs for the transfer of TAMS staff and resources to DECCEW were signed on 10 November 2008.

Through this year of change, TAMS Networks continued to work hard to provide sustainable and innovative services to the Canberra community and across the ACT Government.

Remuneration

As stipulated in the *Remuneration Tribunal Act 1995*, the Remuneration Tribunal reviews the remuneration of Senior Executive Officer positions and full and part-time statutory authority positions.

Corporate and Operational Plans

During 2008–09, the TAMS 2007–2010 Strategy Map (the Strategy) continued to provide the overall strategic direction for the Department, complemented by the Shared Services Strategic Plan 2008–2010. The Strategy Map was amended in December 2008 to reflect Departmental changes associated with departure of some functions to DECCEW.

The Strategy Map articulates the shared vision of the organisation and identifies the priorities and initiatives that contribute to achieving this vision, under four key themes:

- Delivering sustainable services
- Cultivating healthy living spaces
- Connecting with communities
- Growing Canberra's future.

Annual business plans for each of the Networks and Business Units were developed for 2008–2009, consistent with the outcomes and priorities outlined in the Strategy Map. These plans were then used as a basis for individual performance agreements. Achievements against the signs of success and major projects managed by the Department reflected in the Strategy Map were reported biannually to SMT.

In early 2009, SMT commenced work on a new Strategic Plan for 2009–2013 to realign the direction of the department with new Government priorities, and reflect the integration of Shared Services and EPIC.

Senior Management Committees

Name of Committee	Role of Committee	Membership
Strategic Management Team	Provides a strategic leadership role for TAMS, acts as a leading decision making forum, reviews whole-of-department critical issues and service-wide performance and sets the corporate governance for the department	<p>Chief Executive Executive Director, Strategic Coordination and Continuous Improvement</p> <p>Executive Director, Community and Infrastructure Services</p> <p>Executive Director, Environment and Recreation</p> <p>Executive Director, Enterprise Services</p> <p>Head of Shared Services</p> <p>Director, Strategic Finance</p>
Shared Services Governing Committee (SSGC)	<p>The SSGC provides both governance and stewardship of Shared Services in its delivery of services across the ACT Government. In the Shared Services framework, each agency remains accountable for its own expenditure, revenue, assets and liabilities, while transactions associated with these are conducted through Shared Services. Reporting by the Committee to the Minister takes place via the Chief Executive for Territory and Municipal Services who has line accountability for Shared Services</p>	The membership of the SSGC is the same as the Management Council and the Head of Shared Services attends meetings as an advisor
TAMS Audit Committee	Oversees TAMS governance, risk and internal control environment	<p>Chair – Independent Member</p> <p>Independent Member</p> <p>Executive Director, Enterprise Services</p> <p>Executive Director, Strategic Coordination and Continuous Improvement</p> <p>Director, Canberra Connect</p> <p>Head of Shared Services</p>

Name of Committee	Role of Committee	Membership
Shared Services Audit Committee	<p>The role of the Committee, as a component of the Shared Services governance framework, is to oversee risk, compliance, external accountability and the internal control environment on behalf of the Department's Chief Executive and through this role provide assurance to the SSGC</p> <p>Note that this Committee was subsumed into the existing TAMS Audit Committee from 12 June 2009</p>	<p>Chair – Independent Member</p> <p>Three external appointees (two ACT Government, one ACT Government Business Enterprise),</p> <p>Two internal appointees.</p> <p>The Head of Shared Services and the Shared Services' Chief Financial Officer attended meetings as observers and a representative from the ACT Auditor-General's Office also regularly attended meetings</p>
Shared Services Human Resource Executive Group	The Shared Services HR Executive is the primary forum with agencies for consultation on matters related to the future planning for and delivery of Shared Services HR services	<p>Senior executive or officer responsible for HR from the following Departments: ACT Health, DET, DHCS, TAMS, JACS, Treasury, CMD, ACTPLA and DECCEW.</p> <p>Commissioner for Public Administration (or her representative).</p> <p>Representative from CIT and the LDA.</p>
Strategic Finance Committee	Provides a strategic leadership and coordination role for the department and provides information on and implements decisions/recommendations from the SMT	<p>Chief Executive</p> <p>Executive Director, Strategic Coordination and Continuous Improvement</p> <p>Executive Director, Enterprise Services</p> <p>Executive Director, Community and Infrastructure Services</p> <p>Executive Director, Environment and Recreation</p> <p>Director, Strategic Finance</p>
IM/ICT Executive Directors Committee	Advises the Shared Services Governing Committee on whole-of-government ICT strategic and policy related issues	<p>Chaired by General Manager, InTACT</p> <p>Members – Senior Executive with responsibility for ICT/IM in each Department</p>

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C.6 Human Resources Performance

The focus and key objectives for Strategic Human Resources (SHR) are guided by the TAMS strategic goals and vision in association with the following themes:

- Delivering for the Future
- Strengthening Organisational Resilience
- Sustaining Community Confidence
- Working Collaboratively
- Enhancing Skills and Capabilities.

A major aim for SHR during the year has been strengthening the relationships and partnerships with both the client service and client delivery areas, ensuring that the services from SHR are aligned to meet the agency objectives. This has been progressed through the development of service charters and will be finalised during 2009–10.

The major changes to the TAMS organisational structure in November 2008 were used as a catalyst by SHR to undertake a significant review of the client service delivery models with the aim of ensuring services are being delivered in the most effective manner whilst meeting stakeholder needs.

Workforce Planning

The department values having a diverse and capable workforce and is keen to attract applicants from across the ACT to reflect the diversity of the community. TAMS is committed to the development and retention of competent and skilled employees, which is to be achieved through the provision of appropriate learning

and development opportunities and the formation of strategies around attraction and retention of staff.

Following on from the organisational scan undertaken in 2008 seeking feedback from staff, the data obtained is being utilised to develop a number of programs addressing issues raised, including leadership development programs and a range of strategies to improve internal communications.

14 Shared Services staff took part in training on 'Managing Workforce Planning', which included a work based project relating to Succession Planning and provided a number of recommendations for consideration relating to staff retention strategies.

Reward in Recognition Initiative

A Reward in Recognition program has been developed and piloted with nominations for staff who had gone above and beyond expectations in their workplace or in service delivery. Winners were awarded under four categories consistent with the department's key purposes, as reflected in the TAMS 2007–2010 Strategy Map.

Apprentice, Graduates, Traineeships and Australian Based School Apprenticeships

Whole-of-Department Activities

SHR manage and coordinate these programs, providing support and assistance to over 200 people employed through these mechanisms. In particular during 2008–09:

- TAMS participated in the ACTPS Indigenous Traineeship program

- Four graduates completed the 2008 ACTPS Graduate Program and one commenced the 2009 program
- The Department is employing 166 apprentices engaged in apprenticeships across a range of fields including mechanics, plumbers, fitters and turners and in the horticulture field.

Individual Network Activities

Environment and Recreation Network continued an Indigenous program providing trainees with specialised training and skills development.

InTACT expanded its ICT Traineeship Program, targeting students in Years 11 and 12. Details of the program include:

During 2008:

- 9 trainees completed a Diploma in ICT
- 8 trainees completed Certificate IV in ICT
- 6 completed Certificate III in ICT, progressing to Certificate IV
- 6 University of Canberra students completed internships
- 12 part-time trainees Australian School Based Apprentices (ASBAs) in Year 12 of college) completed the Certificate II in ICT
- InTACT's ICT Trainee was the 2008 ASBA of the Year.

2009 Commencements:

- 11 full-time ICT trainees commenced at the Certificate III level
- 6 Year 12 ASBAs commenced at the Certificate II level
- 1 intern commenced from the University of Canberra.

Equity and Diversity

TAMS Diversity Committee and Framework

A TAMS Diversity Committee has been formed to champion employment equity and diversity across TAMS. This Committee is overseeing the development of a Diversity Framework, consistent with the ACTPS Equity and Diversity Framework, which aims to support the creation an inclusive environment which embraces and values the individual differences between people.

Diversity Network

The TAMS Workplace Diversity Contact Officers Network is in place across the department to support and provide advice relating to workplace discrimination, harassment and bullying, in accordance with TAMS Policy. These Contact Officers act as a first point of contact for diversity information in the workplace and for employees regarding discrimination or harassment matters.

Disability Action Plan

TAMS demonstrated its ongoing commitment to people with a disability during 2008–09 with the continuing implementation of the disABILITY in TAMS Workplace Action Plan. The Disability Reference Group continued to meet throughout 2008–09 and plans to take on a more active role in championing disability initiatives.

TAMS Indigenous Employment Strategy

The TAMS Aboriginal and Torres Strait Interest Group met regularly throughout 2008–09 promoting involvement and participation with Aboriginal and

Torres Strait Islander community members and acting as a Reference Group to ensure effective coordination of activities across TAMS.

This Working Group is developing an Aboriginal and Torres Strait Islander Employment Strategy with the objective of creating employment, training opportunities and enabling retention of Indigenous employees across the department. The Strategy broadly focuses on:

- Ensuring recruitment and selection procedures are culturally sensitive and encourage Aboriginal and Torres Strait Islander representation across all levels of employment
- Retention and support strategies that encourage a supportive and culturally friendly workplace for Indigenous employees
- Development of non-Indigenous employees' capabilities to work sensitively and more effectively with existing and new Aboriginal and Torres Strait Islander employees
- Developing and strengthening community relationships and partnerships to create employment opportunities for Aboriginal and Torres Strait Islander people.

During 2008–09, TAMS supported a number of activities to raise Indigenous awareness including:

- Promotion of National Aboriginal Islander Day of Observance Committee (NAIDOC) week activities across the department
- Promotion of Indigenous artwork on ACTION buses
- Development of the TAMS Indigenous Communications Strategy
- Cultural awareness training.

TAMS Women's Committee

The TAMS Women's Committee continued to meet throughout 2008–09, reaffirming TAMS commitment to improving workplaces for women, including:

- The sponsorship of 10 women to participate in the Women's Springboard Development Program. The opportunity was open to all TAMS staff with a selection process undertaken to decide on successful placements
- Actively supporting staff to attend relevant events throughout the year including a Women in Leadership seminar.

TAMS Recognised by Award Nominations

The department was nominated for the ACT Chief Minister's Inclusion Awards for its progress in making services more accessible and workplaces more inclusive for people with hearing impairments by installing audio-assistive devices.

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C.7 Staffing Profile

TAMS comprises a workforce of 2,989 employees, including a significant number of field-based workers. The following tables outline the breakdown of staff by classification, employment category, average length of service and age profile as at 30 June 2009.

Table 1: Full-time Equivalent (FTE) and Headcount as at 30 June 2009

	Male	Female
FTE by Gender	1842.21	951.40
Headcount by Gender	1,953	1,036
% of Workforce	65.3%	34.7%

Table 2: Employment Type as at 30 June 2009

Permanent	Temporary	Casual
2,553	324	112

Table 3: Staff Headcount Classification as at 30 June 2009

Classification Group	Female	Male	Total
Administrative Officers	581	337	918
Executive Officers	10	22	32
General Service Officers and Equivalent	39	374	413
Graduate Administrative Officers	1		1
Information Technology Officers	14	91	105
Other	49	37	86
Professional Officers	36	21	57
Rangers	11	30	41
Senior Officers	213	338	551

Classification Group	Female	Male	Total
Technical Officers	20	100	120
Trainees and Apprentices	10	45	55
Bus Operators	52	558	610
Total	1,036	1,953	2,989

Table 4: Employment Category by Gender as at 30 June 2009

Employment Category	Female	Male	Total
Casual	31	82	113
Permanent Full-time	715	1,481	2,196
Permanent Part-time	151	206	357
Temporary Full-time	114	141	255
Temporary Part-time	25	43	68
Total	1,036	1,953	2,989

Table 5: Average length of Service by Gender as at 30 June 2009

Average Length of Service	Female	Male	Total
0-2	316	583	899
2-4	130	183	313
4-6	145	276	421
6-8	107	161	268
8-10	75	84	159
10-12	47	84	131
12-14	26	50	76
14+ years	190	532	722
Total	1,036	1,953	2,989

Table 6: Total Average Length of Service by Gender as at 30 June 2009

Gender	Average length of service
Female	7.47
Male	9.47
Total	8.78

Table 7: Age Profile as at 30 June 2009

Age Group	Female	Male	Total
<20	18	39	57
20-24	82	109	191
25-29	115	140	255
30-34	107	174	281
35-39	124	205	329
40-44	135	241	376
45-49	158	305	463
50-54	143	291	434
55-59	90	235	325
60-64	56	161	217
65-69	5	46	51
70+	3	7	10
Total	1,036	1,953	2,989

Table 8: Agency Profile as at 30 June 2009

Branch/Division	FTE	Headcount
Community and Infrastructure Services	498.14	530
Enterprise Services	167.56	184
Environment and Recreation	424.04	442
Office of the Chief Executive	81.05	83
Shared Services - Procurement Solutions	105.47	109
Shared Services - Business Services	13.00	13
Shared Services - Finance Services	132.41	138
Shared Services - HR Services	208.00	219
Shared Services - InTACT	410.19	416
ACTION	753.75	855
Total	2,793.61	2,989

**Table 9: Agency Profile by Employment Type
as at 30 June 2009**

Branch/Division	Permanent	Temporary	Casual
Community and Infrastructure Services	465	60	5
Enterprise Services	157	16	11
Environment and Recreation	371	57	14
Office of the Chief Executive	72	11	
Shared Services - Procurement Solutions	98	9	2
Shared Services - Business Services	9	4	
Shared Services - Finance Services	117	20	1
Shared Services - HR Services	173	38	8
Shared Services - InTACT	346	66	4
ACTION	745	43	67
Total	2,553	324	112

**Table 10: Equity and Workplace Diversity as
at 30 June 2009**

Indigenous Status	Indigenous Percentage	English as a Second Language (ESL)	ESL Percentage	Staff with a Disability	Disability Percentage	Women	Women Percentage	Total Paid Headcount
27	0.9%	594	19.9%	57	1.9%	1,036	34.7%	2,989

The statistics exclude board members, staff not paid by the ACTPS and people on leave without pay. Staff members who have separated from the ACTPS, but received a payment, have been included.

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C.8 Learning and Development

Internal Facilitators

This program commenced in 2007–08 with the aim of providing the skills and strategies for staff to assist with the identification of improvements to business processes. The concept is to utilise internal knowledge and experience by actively involving staff and managers to identify solutions to workplace issues, improve work practices and participate in the change process. During 2008–09, 21 new participants undertook this program.

Induction Program

During 2008, the TAMS Induction Program was reviewed in consultation with stakeholders and through focus groups to ensure inductions conveyed all relevant information and also provided an overview of departmental aims and objectives. Several pilot programs were held early in 2009, with the finalised program commencing in May.

ACT Government Management Programs

In 2008–09 TAMS staff participated in the ACT Government programs including:

ACT Government Management Programs

Learning and Development Initiative	No. of Participants
ACTPS Graduate Program	4
Take the Lead Program	7
Future Leaders Program	2
Executive Development Program	2
Sponsored Training for First-time and Front-line Managers	1

TAMS Management Development Programs

Management Training

During 2008–09, programs were completed aiming to develop core management skills and enhance capability at the ASO4–SOGC levels with:

- 20 officers undertaking a Diploma in Government
- 17 undertaking a Certificate IV in Business Management.

Front-line Management

A program was developed to focus on effective supervision, performance management, communication (including giving and receiving feedback) and change management, with diversity leadership being included as a key component.

Conflict Resolution

Training was provided to managers across TAMS to provide the participants with strategies and the skills to appropriately address workplace conflict issues.

Performance Management Framework

A revised Performance Management System was launched during the year, reinforcing the linkages between business planning and performance management. Information sessions have been provided to Senior Officers and equivalents, with further sessions to be provided to other staff.

Training Calendar

During 2008–09 the Shared Services Network developed a training calendar aimed at improving capability and skills at core competency levels. TAMS is actively supporting and promoting the use of this panel. TAMS staff have been involved in the training course illustrated below.

Training Course	No. of Participants
Effective Minute Taking	7
Facilitation Skills	7
Financial Management	12
Job Application Skills	16
Job Interview Skills	24
Leading and Managing Teams	24
Managing Employee Performance	9
Negotiation Skills	11
Policy Development	5
Project Management	4

Training Course	No. of Participants
Records Management	11
Recruitment and Staff Selection	14
Time Management	2
Transition to Windows Vista/Office 2007	28
MS Excel Advanced	7
MS Excel Basic	11
MS Excel Intermediate	22
MS Outlook Advanced	5
MS Outlook Basic	3
MS Outlook Intermediate	2
MS PowerPoint Basic	2
MS Word Intermediate	1
Workplace Behaviour and Conflict Management	7
WHS Training for Supervisor/Managers	15
Writing for Government	29

Training Undertaken Across Business Units

Training Course	No. of Participants
Performance Management	300
Managing for Results	34
Hot Heads Training	20
Train Your Brain	20
TAMS Induction	60
OHS Training	16
Conflict Modelling	40

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C.9 Workplace Health and Safety

A high priority for TAMS is the health and safety of all of employees with the right to work safely in a healthy environment. Occupational Health and Safety (OHS) initiatives are focussed on the delivery of a healthy workplace and are in line with legislative requirements and Australian standards.

Leadership

OHS Management Practices

During 2008–09, a major review of occupational health and safety practices was undertaken across the department, recognising areas where practices are working well, but also identifying issues which need to be addressed. A detailed report identifying issues and including recommendations was provided to the SMT and was endorsed. SHR is now developing the Workplace Health and Safety Improvement Strategy to address these issues and ensure appropriate health and safety frameworks and processes are in place across the department, in accordance with the requirements of the ACT Public Service Workplace Health Strategic Plan 2008–12.

OHS Structures and Reporting

SHR undertook a major review of the current arrangements for Designated Work Groups (DWG) including health and safety representatives and reporting structures across the department. A new

DWG structure was proposed and endorsed by the SMT and approved by the Chief Executive. Health and safety representatives have been appointed or confirmed and appropriate training is being provided.

As part of this process, new OHS committee structures and reporting arrangements have been approved to facilitate the communication of OHS information across the department. This included the development of new committee structures within the Networks, linking to the DWGs and the TAMS OHS Steering Committee. The membership of the OHS Steering Committee was updated to ensure representation from all Networks across the department.

ACT Government Initiatives

Following the launching of the ACT Workplace Health and Safety Management System Framework, TAMS has been developing an action plan to ensure transition from the previous departmental Working in Safe Environments system to the new Framework. Promotion of the new Framework along with information and training is now occurring.

Safety Awards

Yarralumla Nursery and CLS were both nominated for Safe Work Awards. Yarralumla Nursery was nominated for their innovative design and use of a planting frame which protected workers from both manual handling injuries and exposure to excessive solar radiation.

Injury Prevention

Policy and Procedure Development

The Occupation Health and Safety Policy and the Return to Work Policy have been revised and endorsed by the Chief Executive.

Following consultations with staff, the TAMS Smoke Free Workplace Policy has been updated and promulgated across the department.

OHS Emergency Procedures Structure

An audit of the current fire and first aid management processes in place across TAMS has been completed. The audit has confirmed that all businesses have appropriate arrangements in place for fire wardens and first aid officers.

OHS Training and Induction

The new TAMS Induction Program includes relevant OHS information for new employees.

Health and Safety Representatives

In June, 20 TAMS Health and Safety representatives attended training conducted by the National Safety Council of Australia. This training ensured appropriate qualified representatives for the TAMS Designated Work Groups. This is part of the TAMS commitment to comply with and exceed legislative requirements for both current and imminent new WHS consultation.

Health and Wellbeing

Flu Immunisation

650 employees across TAMS participated in the flu vaccination program in April 2009.

Employee Assistance Program

During 2008–09 TAMS has engaged a new organisation to provide an Employee Assistance program. Information on the program and services available was widely promoted across the department.

During October 2008, as part of Shared Services Health and Safety Month, Shared Services arranged a number of health and safety initiatives for staff to participate in, the main one being the 10,000 step challenge in which 326 staff participated. Free pedometer packs were offered to staff, providing that they registered online for the 10,000 Step Challenge.

As part of the ACT Government initiative, access was provided to all staff physiotherapy services supplied through the Canberra Hospital.

As part of the TAMS Smokefree Workplace Policy, TAMS is supporting a number of programs to assist smokers to quit.

Risk Assessments

On request, Shared Services WHS conducted a number of risk assessments across TAMS. Information from these assessments is being used to improve safety and procedures across a number of activities.

Accident/Incident Investigations

A number of incident investigations were conducted across the department by Shared Services WHS on behalf of TAMS. Actions to address issues raised were identified and implemented for all reported areas of risk.

Reporting Requirements

Safety Duties: No Notices for Failure to Comply with Safety Duties were issued against TAMS under Division 4.2 of the Act.

Provisional Improvement Notices: No Provisional Improvement Notices were issued against TAMS under Division 5.2 of the Act.

Improvement Notices: No Improvement Notices were issued against TAMS under Division 7.4 of the Act.

Prohibition Notices: No Prohibition Notices were issued against TAMS under Division 7.5 of the Act.

Injury Management

Reporting

During 2008–09, SHR procured and implemented a new database for the collection and reporting of data related to case management. This has improved the timeliness and effectiveness of case management with electronic transfer of data and greater capacity to monitor activities. There have also been a series of detailed reports developed for managers, increasing understanding and facilitating greater involvement in the case management processes.

Early Intervention

SHR is establishing an officer within the Injury Management Unit to undertake the role of Early Intervention officer. This role will be pivotal in developing strategies and commencing proactive early to work processes.

Management of High Cost Claims

SHR is focussing on the long tail high cost claims across the department, which have a significant effect on workers compensation premiums for both TAMS and the ACT Government. Action plans are being developed to ensure proactive management of these claims.

Incidents

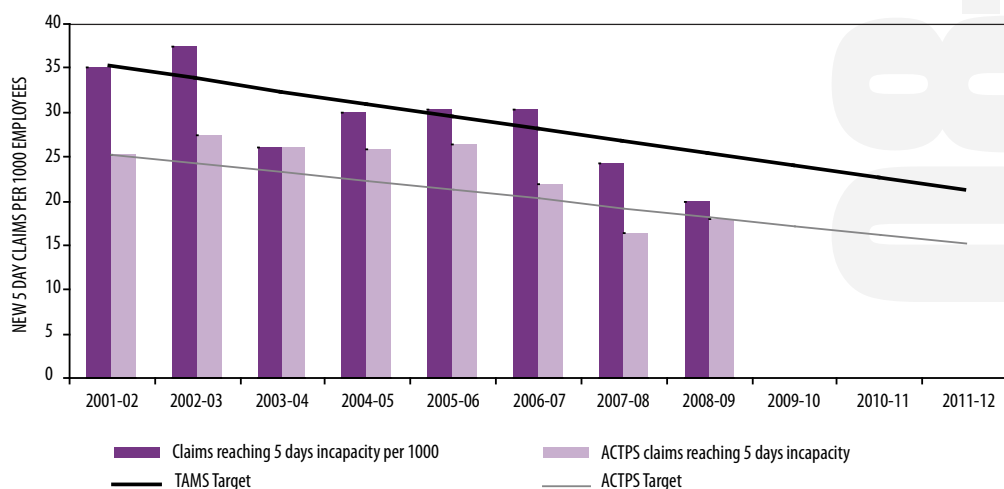
There were 454 reported workplace incidents in TAMS during the last financial year.

This figure includes incidents reported by Shared Services – who joined TAMS after the TAMS restructure in November 2008 but doesn't include the Business Units (or parts there of) that now form DECCEW.

Claims

See page 147.

Target 1 – Reduce the incidence of workplace injuries (with five or more days of incapacity) by 40% by 2012 and 20% by 2007.



Target 2 – Eliminate all fatalities.

No workplace fatalities occurred in the department in 2008-09.

Target 3 – Reduce the average lost time rate by 40% by 2012 and 20% by 2007.

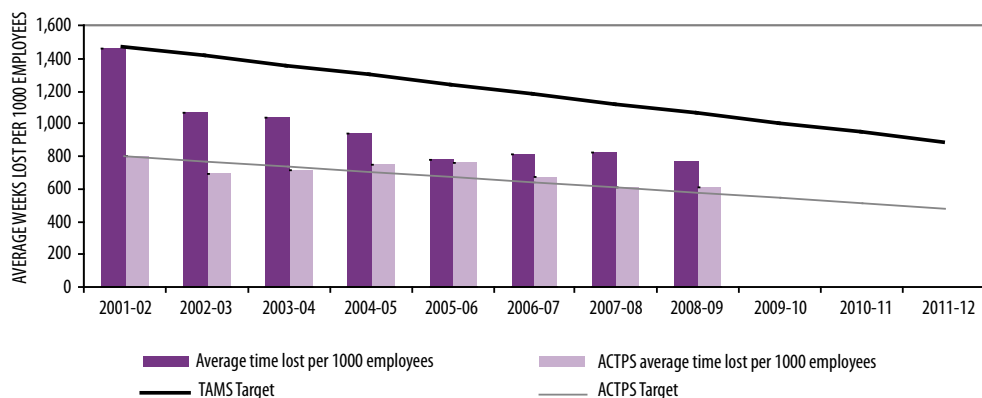
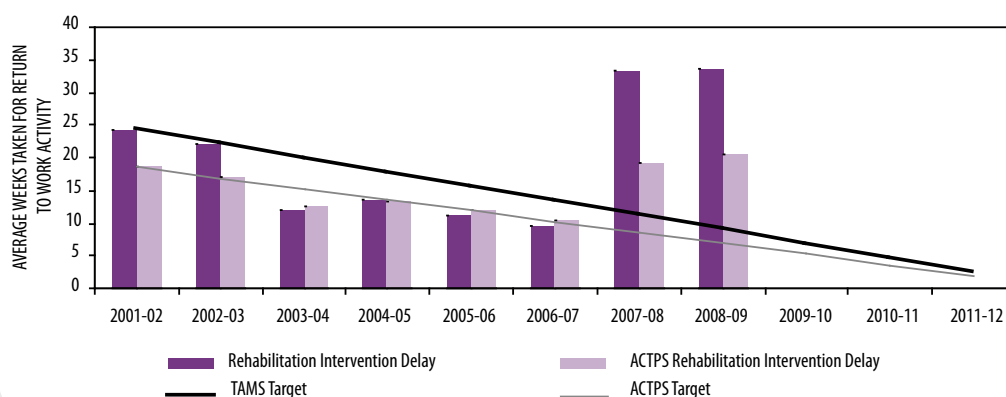


Table Note: TAMS employs a significantly higher proportion of field staff than other ACT Government agencies.

Target 4: Reduce the average time taken for rehabilitation by 90% by 2012 and 45% by 2007.



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C.10 Workplace Relations

Departmental Collective Agreements

The implementation of the agreed elements of the Department of Territory and Municipal Services Union Collective Agreement 2007–2010 progressed throughout the reporting period. This included:

- The development of a methodology for the implementation of the broadbanding for GS03/4 and GS05/6 positions to be implemented by relevant Business Units
- Finalisation of the Roads ACT composite allowance.

SHR has now commenced activities to enable effective involvement in the next collective agreement negotiations for the department.

Agency Consultative Committee

TAMS continues to support consultative mechanisms within the department such as the Agency Consultative Committee, which includes all industrial organisations representing TAMS employees.

Advice and Guidance

SHR has continued development of relevant policies and associated documentation. Additionally, support and advice is provided to managers and staff on a range of matters including:

- General advice on conditions of service
- Policy implementation

- Advice regarding grievance, discipline and underperformance issues.

Collaboration Across Strategic Human Resources

There has been an increased emphasis during the year across SHR to ensure that consistent and comprehensive advice and support is provided to the department. This has been particularly relevant in the recent development of the TAMS Attendance Policy, which has strong links to the TAMS Smoke Free Workplace Policy. Further work is being undertaken in the development of OHS Policies that require consideration of other employment conditions matters.

Attendance and Leave Management

SHR has been undertaking a number of activities to improve the management of attendance and leave across TAMS, in accordance with recommendations from Auditor-General Reports. This includes undertaking a comprehensive audit of leave across the department.

Special Employment Arrangements

Description	No. of Individual SEAs	No. of Group SEAs*	Total Employees covered by Group SEAs	TOTAL
	A	B	C	(A+C)
SEAs				
Number of Special Employment Arrangements (SEAs) as at 30 June 2009	67	1	All InTACT staff - 416	483
Numbered of SEAs entered into during period	5	1	All InTACT staff - 416	421
Number of SEAs terminated during period	5	0	0	5
No of SEAs providing for privately plated vehicles as at 30 June 2009	0	0	0	0
No. of SEAs for employees who have transferred from AWAs during period	0	0	0	0
Australian Workplace Agreements				
No. of Australian Workplace Agreements (AWAs) as at 30 June 2009	9	0	0	9
No. of AWAs terminated/lapsed (including formal termination and those that have lapsed due to staff departures	0	0	0	0

Individual and Group SEAs	Classification range	Remuneration at 30 June 2009
	ASO 6	81,772 – 81,772
	SOG C	86,940 – 118,583
	SOG B	96,292 – 131,263
	SOG A	112,895 – 155,419
	SPO B	117,419 – 121,889
	SPOA	117,641 – 138,359
	SITO C	97,824 – 147,004
	SITO B	125,383 – 151,631

AWAs (includes AWAs ceased during period)	Classification range	Remuneration at 30 June 2009
	SNR Officer	140,051
	SOG A	107,895
	SOG A	112,221
	SOG A	135,891
	SOG A	148,489
	SOG A	135,589
	MGR 3	119,588
	MGR 3	120,578
	SOG C	88,168
	SITO B	136,660

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C.11 Bushfire Management

PCL continued implementation of the SBMP. The SBMP establishes the basis and framework for the efficient, effective and comprehensive management of fire and fire related activities for protecting human life, property, assets and the environment.

As a requirement of the *Emergencies Act 2004*, land managers must produce an annual Bushfire Operational Plan (BOP). All land managers in the ACT are required to produce BOP's consistent with the SBMP for all land they manage. These BOP's clearly outline the annual works program proposed to meet the requirements of the SBMP and are audited quarterly by the ESA. The BOP is endorsed by the Bush Fire Council before being approved by the Commissioner of the Emergency Services Agency.

The BOP is divided into seven sections and covers all the areas of fire protection across TAMS. These sections are:

- Fuel Management—covering slashing, burning, grazing and physical removal
- Access Management—construction, upgrade and maintenance of trails
- Infrastructure—helipad development
- Equipment Purchase
- Training
- Monitoring and Research
- Response and Standby.

Fuel Management

Fuel Management aims to reduce fire fuel loads, which in turn decreases the intensity and rate of

spread of bushfires enabling a higher chance of successful suppression.

Prescribed burns are undertaken to reduce grass, leaf litter, bark and shrub fuels in standing forest, woodland and grassland. Altogether 2,520 hectares of prescribed burning was identified in the BOP for 2008–09. Major burns were completed at locations that included Flat Rock Spur in Namadgi National Park, Tidbinbilla, Googong and Black Mountain.

Three prescribed burns were not undertaken this year as major surface reshaping operations that increased the slashable area at sites on Coleman Ridge and Urambi Hills negated the need for burning at these locations; and a 1,800 hectare prescribed burn on the Clear Range in southern Namadgi National Park was postponed due to unfavourable weather conditions.

Physical removal involves the elimination or reduction of fire fuels by hand or by using machinery. In many cases, physical removal is used to convert areas into a condition where future fuel management can be easily undertaken by slashing. Trees assessed as posing a threat to nearby homes are also removed. The BOP identified 23 separate physical removal projects covering approximately 455 hectares. The majority of the physical removal projects were concentrated in the Asset Protection Zone adjacent to the urban edge of Canberra including sites at Coleman Ridge, Urambi Hills, Tuggeranong Hills, Farrer Ridge, Ngunnawal, Mt Pleasant, as well as sites at Bendora Arboretum, Stromlo and Kowen Forest and Pierces Creek Forestry Settlement.

Slashing operations are undertaken in areas adjacent to the urban edge along roadside verges and along rural roads to reduce potential fire intensity and

increase suppression capability. In 2008–09, 6,158 hectares were slashed. This represented an increase of 1,568 hectares over last year's program. The ACT experienced good rainfall leading into Christmas resulting in substantial grass growth. Accordingly, many areas were slashed several times. Some sites adjacent to the urban edge and along arterial roads were slashed up to five times.

Grazing by livestock has a similar effect as slashing on grass fuels, by reducing the height, continuity and amount of grass fuels across a wide area. Approximately 4,083 hectares were identified for fuel management grazing in this year's program. Two internal audits of grazing activities were carried out during December and February. These audits identified a single site along the Murrumbidgee River Corridor that did not meet the Grass Fuel Hazard due to the presence of unpalatable tall African Lovegrass. Alternate fuel management activities are being investigated for this site.

Chemical herbicide is used to treat re-growth in areas that have had previous works undertaken. Approximately 751 hectares have undergone herbicide treatment.

Access Management

Access Management activities involve routine maintenance, upgrading and construction of fire trails and assessments and investigations into proposed new trails. Fire trails allow for rapid access to bushfires and can also be used as control lines for prescribed burning and backburning operations. PCL manages over 4,500 kilometres of fire trails.

Routine maintenance ensures trails are kept in a condition that allows for the safe and rapid transit by fire vehicles. Approximately 478 kilometres of fire trails received routine maintenance across areas in Canberra Nature Park, Namadgi National Park and the forestry plantations in Kowen, Pierces Creek and Uriarra.

Twelve kilometres of new fire trails were constructed at O'Malley, Red Hill, Long Flat and the Bullen Range. In addition, the Spencers Border Fire Trail in Namadgi National Park is in the planning approval stage and has been rolled over into next year's program.

Upgrading fire trails is undertaken to improve the accessibility of existing trails for different standards of vehicles. Seventy-three kilometres of fire trails were included in this year's program. Works completed included Smokers Trail and upgrading steep sections of fire trails with sheeting in Canberra Nature Parks, Namadgi and Kowen Forest. Eleven of the 18 upgrades were completed with another 3 due to commence in early 2009–10. The remaining upgrades will be rolled into the 2009–10 BOP.

Fire Infrastructure Development

Fire Infrastructure Development involves the construction or development of features or facilities that will assist fire suppression and other fire management activities. Projects identified in the BOP include signposting of main trails, helipad maintenance, maintenance of existing water points and the construction of fuel management grazing infrastructure, including fencing and water points. Five projects were completed and a further five commenced and rolled over into next year's program.

Equipment

As a result of wear and tear, it is necessary to regularly replace and renew fire fighting equipment particularly personal protective equipment (i.e. boots, gloves, jackets, trousers, helmets etc). This occurs throughout the year.

PCL Staff developed and distributed the Firefighters Notebook. In addition a vehicle weed wash trailer was purchased to reduce the potential for weed seed dispersal throughout the Territory's natural areas.

Training

Basic and ongoing training are essential components of bushfire preparedness and ensure that PCL firefighters are suitably trained and qualified to undertake fire fighting duties and to manage ongoing firefighting operations.

80% of the training program was completed this year. A number of activities could not be undertaken as specialist trainers were unavailable due to their deployment to the Victorian fires and the recovery and rebuilding process.

During the year, all fire fighting staff (142) were interviewed about their interests and preferred career path in fire management. In conjunction with a previously completed training needs analysis, this information will be used for the development of a targeted fire training program called Fire Pathways

The following bushfire specific courses were undertaken by TAMS staff during the year (staff numbers are shown in brackets):

- Basic Fire Fighter (42)
- Advanced Fire Fighters (10)
- Division Commander (9)
- Fire line leadership (4)
- Lighting Techniques (20)
- Structural Defensive Fire Fighting (16)
- Seasonal plant operators fire awareness (5)
- 4 Wheel Driver training (52)
- Chemcert (11)
- RAFT - including helicopter operations (15)
- Tanker driver training (2)
- ICS training (5)
- Arc geographic information system (GIS) training (4)
- Chainsaw training (14)
- Pre-Season Workshops (149)
- Fitness Assessments (145).

In addition, staff participated in an Incident Management exercise and a navigational exercise.

Audit and Monitoring

As part of ongoing quality assurance, TAMS undertakes various monitoring and auditing activities against the BOP including audits of grazing, fire equipment and appliances, fuel hazard assessments, radio communications and emergency vehicle access to the estate and fire trails. These audits help to determine work programs for the following year's BOP or immediate works required prior to or during the fire season.

The development of Sub—regional Fire Plans for the ACT and Version 2 of the SBMP has been a major focus for the Department this year. The plans will form the foundation for long term strategic and environmental fire management activities throughout the ACT over a ten year period.

In addition, a number of ongoing research activities were commenced, including a study into post-fire severity monitoring on prescribed burn sites. A number of fire trail construction and upgrade feasibility studies are also ongoing.

Response and Standby

During the 2008–09 fire season, PCL staff were involved in the suppression of 19 fires in the local area. As a result of good spring rains, the start of the 2008–09 fire season was relatively mild. No follow-up rains after Christmas saw a worsening of conditions and the bushfire season was extended into mid April 2009. Total fire bans were declared on two days. In addition, there were 21 days of very high fire danger and 60 days of high fire danger this season.

During February 2009, 63 staff from PCL (in six deployments) were deployed to assist with fire fighting efforts in Victoria. PCL staff performed the role of Out of Area Commander and/or Task Force Leader during each deployment. PCL also deployed RAFT and Out of Area Commanders to three separate incidents in NSW.

Three senior firefighting staff were deployed to the US between July and August 2008 as part of an ANZ deployment to assist with major fires in California.

In all the deployments, PCL firefighters were highly regarded for their expertise and ability to adapt to the local conditions.

Seasonal Crew and Plant

In addition to the activities outlined above, TAMS employed 12 seasonal fire fighters firefighters from mid November 2008 to mid June 2009

and contracted two dozers and a grader for over three months during the fire season. The seasonal resources were used to implement fuel and access management activities and were also available for fire standby and response. The seasonal resources were employed in response to the McLeod Report Recommendations 11, 12, 37 and 38.

Fuel Hazard Assessment

The results from these assessments are used to develop the next year's BOP. The 2008–09 fuel hazard assessment program included 2,000 assessments from over 670 plots.

Future Directions

The department will develop the next BOP that details annual fuel and fire management activities. TAMS will also finalise the preparation of Sub-regional Fire Management Plans that will link the annual BOP to the SBMP. These plans will seek to balance fire protection works with the management of ecological values. TAMS will continue to provide input into ACT wide policy development, standards and priority setting on bushfire-related issues.

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C.12 Strategic Asset Management

TAMS delivers a wide range of services to the ACT Community on behalf of the ACT Government. Much of this service delivery relies on the planning, development and ongoing management of a significant and diverse range of assets, which are valued in 2008–09 at \$5.6 billion.

The largest asset category, infrastructure assets, includes roads, bridges, community paths, traffic signals, stormwater, waste and recycling assets, while other assets in the TAMS portfolio include sportsgrounds, public libraries, public transport and property assets.

During the 2008–09 financial year, TAMS revalued selected Property, Plant and Equipment Assets in accordance with ACT Accounting Policy resulting in a increase in the asset value of \$1.07 billion.

Asset	Value \$'m	Revaluation Increment \$'m
Infrastructure	5,578.6	+933.4
Heritage and Community	1,667.2	54.6
Buildings	286.2	+9.9
Land	171.9	42.5
Plant and Equipment	51.3	-
Leasehold Improvements	1.3	0.2
Investment Properties	125.0	32.0
Intangible Assets	1.0	-
Biological Assets	29.0	-1.5
Total	7,911.5	1,071.1

The TAMS asset value of \$7.6 billion also includes a \$130 million increase in value arising from the following acquisitions and transfers:

- New assets, the majority of which relate to completed capital works infrastructure transferred on to the Departmental asset register, totalling \$84.2 million
- New infrastructure assets added to the Departmental asset register from the LDA of \$36.3 million
- Properties transferred from the DHCS \$8.6 million and ACT Health \$0.9 million
- Increase in heritage community assets of \$1.1 billion due to the recognition of land under roads as an asset.

During the 2008–09 year the TAMS asset base was reduced by the following interagency transfers totalling \$12.6 million:

- Land and building assets transferred to DHCS \$8.7 million and JACS \$3.9 million.

In addition to the assets values identified above, ACTION buses have operational assets worth \$80 million comprising:

- Bus fleet 393 buses and 18 special needs vehicles
- Land and buildings including: depots, bus ports and workshops at Belconnen and Tuggeranong sites
- Workshop plant and equipment
- Automated ticketing equipment, scheduling and workshop management systems
- Office equipment.

Shared Services manages a further \$27.648 million in assets as at 30 June 2009. These assets include the following:

- **Leasehold improvements:** Refit/ refurbishment of Callam Offices, fit-out of the basement area and Level 5, 40 Allara Street, fit-out of the basement area and Level 3 to 9 Eclipse House, fitout of Level 1 and 3 North, Dame Pattie Menzies House and fitout of Building 7/9 Sandford Street Mitchell. The total value of these assets as at 30 June 2008 was \$6.308 million.
- **Plant and Equipment:** Approximately 47,500 Active ICT, office equipment and other assets (across Government). In 2008–09 Shared Services finalised the move towards owning all ICT assets outright and in doing so bought out approximately 9,000 previously leased assets. In addition to these assets, Shared Services manages approximately 8,500 ICT assets in ACT schools with approximately 5,000 new assets rolled out to schools as part of Stage 1 of the Commonwealth National Secondary School Computer Funding scheme. The total value of Plant and Equipment as at 30 June 2009 was \$11.793 million.
- **Infrastructure Assets:** Includes three major computer centres, over 1,100 Windows, UNIX and Linux Servers, more than 140 terabytes of data storage, over 1,500 network devices, Government wide IP telephone system, an integrated fibre-optic voice and data network, and high-speed internet connectivity. This infrastructure supports more than 1,500 key

business applications used by 18,000 ACTPS, 20,000 tertiary students and 35,000 school students across the ACT. The total value of these assets as at 30 June 2009 was \$9.547 million.

During 2008–09 the following major assets were added to the Shared Services asset register:

- Approximately 12,000 ICT assets (deployed across ACT Government) as part of Shared Services ICT equipment refresh/replacement program
- Chris21 payroll Software transferred from the Chief Minister's Department to Shared Services on 1 July 2008
- Oracle licences and software associated with the Procurement Solutions Business System redevelopment project.

During 2008–09 approximately 10,000 ICT assets were removed from the Asset Register. The reason for disposal is that assets are refreshed on a regular basis, particularly desktop computer equipment.

Notes 20 through 29 of the Departments financial statements, published in Volume Two of this Annual Report, provide further details on the asset classifications managed by the Department. Asset classifications managed by Shared Services and ACTION, as separate reporting entities, are identified in the financial statements and associated notes relating to these entities.

Asset Maintenance and Upgrade

Excluding capital works, expenditure on capital upgrades undertaken in 2008–09 totalled \$16.803 million consisting of:

- Stormwater Improvements, \$3.441 million

- Roads and Bridges – safety measures and rehabilitation, \$3.358 million
- Major Venues – facilities upgrades, \$2.092 million
- Property Upgrades, \$1.971 million
- Sports Facilities, \$1.555 million
- Urban and Non Urban Open Space, \$1.031 million
- Sustainable and Public Transport Initiatives, \$0.913 million
- ACT NoWaste, \$0.521 million
- ACTION – engine overhauls, \$0.450 million
- Neighbourhood improvements, \$0.443 million
- City and Shopping Centres, \$0.324 million
- Weed Eradication, \$0.262 million
- Heritage upgrades, \$0.246 million
- Libraries, \$0.196 million.

In 2008–09, direct expenditure on repairs and maintenance was \$80.5m which represented 34% of the total Government Payment for Outputs.

Repairs and maintenance for ACTION buses is conducted in-house and determined by industry standard maintenance levels. Work must be carried out while ensuring that the appropriate number of buses are available to meet daily peak demand.

Strategic Asset Management Initiatives

ACT Property Group

ACTPG conducted 80 audits on selected assets during 2008–09, primarily assessing asset condition (40) and hazardous materials (40). This represents approximately 25% of total properties owned.

The refurbishment of the Albert Hall commenced with the kitchen and some electrical works being completed, while other significant works undertaken in 2008–09 include:

- Upgrade of the fire safety systems and refurbishment of Level 5, 1 Moore St in the City
- Lift upgrade and fire safety works at the Dickson Motor Registry
- Renovation and under pinning of the Pine Island Homestead
- Replacement of the dining room floor at Hotel Kurrajong.

Territory Venues and Events

TVE is planning to implement a strategic asset management and maintenance plan for the Canberra Stadium, Manuka Oval and Stromlo Forest Park over coming years. This will improve existing processes and procedures and ensure better value for money for the Territory by commissioning a single maintenance contract for all three venues.

A master planning process for the venues commenced in 2008–09 which will guide the development of the venues to meet emerging community and international sporting requirements. This process will ensure that three of Canberra's major sporting venues remain attractive and competitive for major events and provide better facilities for all user groups.

Significant works undertaken in the 2008–09 year include:

- Public Address system replacement (Canberra Stadium)
- Emergency Warning system replacement (Canberra Stadium)

- Fire Ring Main Upgrade (Canberra Stadium)
- West Lounge upgrade (Canberra Stadium)
- Handrail and stair safety upgrade (Canberra Stadium)
- Electrical and lighting upgrade (Canberra Stadium)
- Operational access upgrade (Stromlo Forest Park)
- Access Road (Stromlo Forest Park)
- Tree planting (Stromlo Forest Park)
- Resealing of Main Ring road (Manuka Oval).

Capital Linen Services

CLS undertook plant and equipment maintenance and linen replacement in accordance with its strategic asset and linen replacement plans.

ACTION

During 2008–09 ACTION purchased 16 new MAN buses and also undertook capital upgrades at the depots and interchanges, which involved upgrades to CCTV cameras, to improve safety and amenity for both passengers and staff. Contract negotiations for both the bus replacement project and the replacement ticketing system have been completed in readiness for commissioning of contracts.

Roads ACT

Since the preparation of the Roads ACT Asset Management Plan 2004–2007, the development of strategic plans for individual road assets and community paths has continued.

During 2008–2009, a consultancy commenced to prepare the Roads ACT Asset Management Plan 2008–2011. The Plan will outline the broad approach that Roads ACT will adopt to manage the condition

and use of road assets. The plan will also provide future directions for road use and network capacity, safety, recurrent maintenance and Capital Works programs for key road assets.

One third of the Territorial road network is surveyed by Roads ACT annually using Multi Laser Profilometres to determine roughness. The third completed cycle of the road pavement surveys for the whole Territorial road network was completed in 2008–2009.

ACT Libraries

A new model for procurement of library materials was implemented during 2007–08. The model was improved in 2008–09 to streamline workflows and increase cost efficiencies to better enable the library to provide a relevant and timely collection for the ACT Community.

Library materials are purchased in accordance with collection development guidelines, standing order lists of authors and series, subject profiles and customer suggestions for purchase. This approach ensures that balanced and relevant additions are made to the collection on behalf of the ACT Community.

The existing library collection can only remain dynamic and useful if the material purchases are supported by an appropriate disposal program. The disposal program is carried out according to guidelines, which include the accuracy and relevance of information, physical condition of items and an availability of similar types of material or sources of information.

Sport and Recreation Services

Utilising the 2008–09 Facilities Improvement Program, Sport and Recreation Services (SRS) continued the upgrade and enhancement of built

assets at government sportsgrounds and swimming pools. The program this year included a new pavilion at Jerrabomberra Oval in Narrabundah, refurbished toilets and additional storage at Majura playing fields in Ainslie and continuation of the project to reconstruct the irrigation system to Conder/Gordon district playing fields using stormwater pumped from Point Hut Pond.

As part of larger capital works commitments at the Canberra Olympic Pool and Lakeside Leisure Centre, extensive internal and external repainting as well as re-tiling and replacement of fittings in change rooms was undertaken at both facilities. In 2008–09 work also began on development of a comprehensive asset management plan for the four swimming pools at Dickson, Manuka, Canberra Olympic and Lakeside Leisure Centre. When complete, this plan will provide a sound basis for planning of future funding needs for keeping these valuable community assets in good operational condition.

As the ACT continues to address the challenges of drought and climatic change, SRS is undertaking extensive analysis of its own activities. This analysis will not only improve the management of sporting facilities, but also provide an opportunity to demonstrate leadership to the industry. In 2008–09 the Sports Turf Institute was commissioned to undertake an audit of 28 sports field irrigation systems across the ACT, evaluating each using qualitative and quantitative assessment criteria. This independent audit provides SRS with a benchmark as to the current condition of the system and future options to further optimise system efficiencies and reduce water consumption.

While continually seeking to improve turf management practices, SRS also seeks to ensure that facilities are better able to meet sports training and competition access requirements. Work was completed in 2008–09 on new and expanded sports ground lighting at Mawson, O'Connor, Curtin, Reid, Dickson, Lyneham and Gowrie.

In 2008–09 a revised Master Plan was prepared for the Lyneham Precinct building upon previous planning processes undertaken since 2004. This Master Plan, developed in consultation with Precinct stakeholders, aims to improve the functionality of the Precinct and its visual amenity, progressing to a Development Application and capital works process in 2009–10.

Parks, Conservation and Lands

The Urban Forest Renewal Program has been developed to manage the significant number of, up to 400,000, trees that the ANU estimates will age and decline across Canberra in the coming 25 years.

A Program Manager was appointed in May of 2008 and a successful budget proposal was developed during 2008–09 for funding works in future years. The allocated funding of \$18.7 million dollars for the years 2009–2013, will provide an opportunity to proactively plan, develop and manage the Urban Forest and three expert reference groups have been established to oversee and guide the Program.

The Program has completed an audit of 20,000 trees of community concern in four suburbs. Information from this audit is being assessed and recorded in the department's IAMS database.

During 2008–09 approximately 2,300 dead and drought affected trees were removed from within the urban area and fire and drought affected trees were either removed or trimmed to make them safe within the Tidbinbilla Nature Reserve and Namadgi Nature Park. Only limited tree and shrub replacement was carried out within the urban area due to the extended drought conditions and concerns over successful establishment of new trees.

During spring and summer of 2008–09 approximately 20,000 developing trees within the urban area were watered up to five times using non potable water sources to ensure their survival and protect government investment in the urban landscape.

PCL delivers a number of core horticultural maintenance and cleaning services through the allocation of 'maintenance regions' to inhouse and external service providers. The update of maintenance maps and associated data for the Woden/Weston, Inner North and Gungahlin regions (2,500 land parcels) has been completed to assist in the ongoing delivery of quality services to these regions. PCL also created asset data for new assets (735 items) and reserves.

ACT NoWaste

A Strategic Asset Management Plan was prepared in 2008–09 to inform strategic priorities including new capital works and upgrade of waste infrastructure over the next five years. The plan includes an asset register with condition reports, asset valuation data and maintenance schedules. In 2008–2009, work commenced on major remediation projects at the West Belconnen Resource Management Centre and

a Master Plan was commissioned for the site. A Master Plan for the Hume Resource Recovery Estate has also been commissioned to ensure all assets are deployed to maximum capacity in resource recovery operations. An additional Master Plan for the Mugga Lane Resource Recovery Estate will also be prepared in anticipation of expanded site operations.

A Feasibility Study on the ACT Recycling Drop Off Centres has been undertaken in order to evaluate the effectiveness of the current system. It is expected that the Feasibility Study will inform the next stage of asset development to better meet the growth demands in recyclables recovery into the forward years.

Office Accommodation Management

As at 30 June 2009, TAMS employed a total of 2,989 staff or 2,794 FTES.

1,460 office based employees occupied 21,435m² at the following sites:

- Macarthur House, 370 employees in 6,720 m²
- Dickson Motor Vehicle Registry, 123 employees in 1,637m²
- Fyshwick Depot, 63 employees 895 m²
- Mitchell Depot, 35 employees in 702 m² (multiple buildings)
- North Building, 26 employees in 411 m²
- Eclipse House, 327 employees in 3,849m²
- 40 Allara Street, 47 employees in 1,059m²
- Callam Offices, 364 employees in 4,375m²
- Dame Pattie Menzies House, 105 employees in 1,787m².

The average area occupied by each employee is 14.7 m².

A further 1,529 staff are employed in non-office environments. These include staff in libraries, bus interchanges, shopfronts, two major depots and 14 other depots. ACTION office accommodation was located at North Building (identified above) at 30 June 2009.

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C.13 Capital Works

Capital Works Program 2008-09

New Works: Major New Works

Project	Revised Completion Date	Original Value (\$'000)	Revised Value (\$'000)	Prior Year Expenditure (\$'000)	2008-09 Expenditure (\$'000)	Total Expenditure 30 June 09
Roads ACT						
Upgrade of Tharwa Drive - Stage 1	September 2010	11,000	11,000	0	6,196	6,196
Upgrade of Airport Roads - Stage 2	September 2010	10,000	16,000	0	10,925	10,925
Burgmann Anglican School Access	August 2009	500	500	0	397	397
Community Paths Program - Jerrabomberra Wetlands and Nature Reserve	June 2010	900	900	0	163	163
Community Paths Program - Cotter Road Cycle Connections	June 2010	2,338	2,338	0	645	645
Bushfire Memorial Entrance, Car Park, Pedestrian Trail and Connection to Stromlo Forest Park	June 2010	450	450	0	1	1
Kings Highway Realignment	September 2011	3,500	0	0	9	9
Rehabilitation of Majura Road Pavement	August 2009	130	130	0	108	108
Upgrade of Cotter Road	August 2009	180	180	0	66	66
Upgrade Intersection of Flemington Road, Sandford Street and Morriset Road	August 2009	100	100	0	77	77
Transport Regulation and Planning						
Temporary Surface Car Park in Watson Street, Turner	December 2010	1,000	1,000	0	2	2
ACT NoWaste						
West Belconnen Landfill Sullage Pit Remediation	June 2013	800	800	0	17	17
Remediation of West Belconnen Land Fill Borrow Pit	June 2013	2,783	2,783	0	36	36
<i>Feasibility</i>						
New Landfill for the ACT	June 2010	850	850	0	41	41
Additional Regional Recycling Drop Off Centres Study	August -2009	30	30	0	0	0

Project	Revised Completion Date	Original Value (\$'000)	Revised Value (\$'000)	Prior Year Expenditure (\$'000)	2008-09 Expenditure (\$'000)	Total Expenditure 30 June 09
Parks, Conservation and Lands						
Upgrade of Bunda Street Paving - Stage 1	April 2010	3,650	3,650	0	5	5
Lake Ginninderra Foreshore Upgrade Stage 3	June 2010	2,800	150	0	1	1
Establishment of New Nature Reserves	June 2011	948	948	0	220	220
The Sanctuary at Tidbinbilla - Stage 2 and Birrigai Outdoor School Development	June 2010	2,200	2,200	0	102	102
Sports and Recreation						
"Where Will We Play" Outdoor Sports Facilities Water Reduction Strategies	June 2011	8,000	8,000	0	1,351	1,351
Lyneham Sports Precinct Development - Stage 1	June 2011	8,600	8,600	0	1,772	1,772
Enclosed Oval within Crinigan Circle, Gungahlin	September 2009	400	400	0	12	12
Throsby District Playing Fields and Netball Centre	September 2009	600	600	0	131	131
Gungahlin Swimming Pool	September 2009	100	100	0	100	100
Property						
Establishment of Regional Community Facilities and Neighbourhood Halls	December 2009	2,000	2,400	0	53	53
Refurbishment of Albert Hall	March 2010	2,723	2,723	0	211	211
Upgrade of Callam Offices	June 2010	811	811	0	2	2
Government Office Accommodation and Relocation Fit Out	March 2011	5,270	5,270	0	12	12
Arts Organisation Relocation	December 2009	600	600	0	1	1
Convention and Exhibition Facilities - Finalisation Funding	July 2009	0	350	0	337	337
Canberra Connect						
Accessibility and Security Improvements to Canberra Connect Shopfronts	September 2009	353	353	0	214	214
Land Release Program						
North-South Arterial Road for Molonglo Suburbs	June 2011	11,000	11,000	0	9	9
North Weston Pond and Bridge	June 2011	12,000	12,000	0	11	11
Horse Park Drive Extension to Burrumarra Avenue	June 2010	5,000	5,000	0	1,101	1,101

Project	Revised Completion Date	Original Value (\$'000)	Revised Value (\$'000)	Prior Year Expenditure (\$'000)	2008-09 Expenditure (\$'000)	Total Expenditure 30 June 09
Belconnen Town Centre - Cohen Street Extension and Replacement of Bus Interchange	October 2011	16,500	16,500	0	4,574	4,574
City West Infrastructure Stage 2 - Childers Street Precinct	October 2009	3,000	3,000	0	2,298	2,298
Flemington Road Duplication	May 2010	20,000	20,000	0	4,607	4,607
Territory Venues and Events						
Stromlo Forest Park - Landscape and Amenity Planting	May 2011	230	230	0	119	119
Stromlo Forest Park - Operations and Access Upgrade	October 2009	1,840	1,840	0	1,219	1,219
<i>Feasibility</i>						
Investment Fund for Accommodation, Chairlift and Related Development at Stromlo Forest Park	October 2009	300	300	0	0	0
Stromlo Forest Park - Commercial and Operational Facilities	September 2009	100	100	0	67	67
Replacement of Hawke and Menzies Stands, and Upgrade of Bradman Stand, Manuka Oval	August 2009	500	500	0	373	373
ACT Tourism						
<i>Feasibility</i>						
Permanent Site for Floriade	September 2009	65	65	0	0	0
Supplementary Appropriations / PEBU						
Gungahlin Drive Duplication (Including Forward Design)	June -2012	0	85,500	0	753	753
Cycling Infrastructure	June 2010	0	2,500	0	1,223	1,223
Stormwater Augmentation Program	November 2009	0	2,200	0	2,013	2,013
Glebe Park Pavement Replacement	November 2009	0	1,600	0	13	13
City and District Shopping Centres - Additional Bill Poster Silos	February 2010	0	400	0	12	12
Tuggeranong Town Park Stage	June 2010	0	200	0	10	10
Road Safety Message Signs	November 2009	0	400	0	27	27
Footpath Improvements	November 2009	0	500	0	206	206
Total Major New Works (Excluding the Capital Works Upgrade Program)		144,151	238,051	0	41,842	41,842

Capital Upgrade Program 2008–09

Project	Revised Completion Date	Original Value (\$'000)	Revised Value (\$'000)	Prior Year Expenditure (\$'000)	2008–09 Expenditure (\$'000)	Total Expenditure 30 June 09
Road Safety Measures and Rehabilitation	December 2009	3,336	3,336	0	3,148	3,148
Sustainable Transport Initiatives	December 2009	738	738	0	391	391
Neighbourhood Improvements	August 2009	615	615	0	372	372
Urban Open Space	December 2009	1,557	1,557	0	220	220
Sports Facilities	December 2009	1,558	1,558	0	899	899
Heritage	December 2009	406	406	0	246	246
Local Shopping Precincts Upgrades	December 2009	1,370	1,370	0	205	205
City Centre Infrastructure Upgrades	October 2009	330	330	0	119	119
Major Venues – Facilities Upgrades	December 2009	2,425	2,425	0	2,092	2,092
Total Capital Upgrades Program		12,335	12,335	0	7,692	7,692
Total New Works		156,486	250,386	0	49,534	49,534

Works in Progress

Project	Revised Completion Date	Original Value (\$'000)	Revised Value (\$'000)	Prior Year Expenditure (\$'000)	2008–09 Expenditure (\$'000)	Total Expenditure 30 June 09
Capital Upgrade Program 2007–08						
Urban Open Space	December 2009	1,343	1,343	526	511	1,037
Sports Facilities	December 2009	1,130	1,130	375	656	1,031
Libraries	December 2009	620	620	154	183	337
Total Capital Upgrades Program		3,093	3,093	1,055	1,350	2,405

Project	Revised Completion Date	Original Value (\$'000)	Revised Value (\$'000)	Prior Year Expenditure (\$'000)	2008-09 Expenditure (\$'000)	Total Expenditure 30 June 09
Roads ACT						
New Tharwa Bridge	December 2011	14,700	14,700	3,873	4,106	7,979
Upgrade of Airport Roads - Stage 1	September 2009	15,000	15,000	2,575	11,265	13,840
Property						
Government Offices Air-Conditioning Systems Upgrade and Chiller Replacement	June 2010	1,410	1,410	0	240	240
ACT Tourism						
Permanent Site for Floriade	September 2009	85	25	25	0	25
ACT NoWaste						
Master Plan for West Belconnen Landfill	September 2009	120	120	0	11	11
Master Plan for Mugga Lane Resource Management Centre	June 2010	120	120	0	1	1
Sport and Recreation						
Harrison - District Playing Fields	October 2009	4,250	5,250	109	3,421	3,530
Canberra Olympic Pool - Future Options Study	September 2009	200	200	0	200	200
Phillip Oval	February 2010	2,200	3,400	1,601	542	2,143
ACT Motorsports Fund	June 2009	8,000	7,800	0	125	125
ACT Planning and Land Development						
Woden Town Centre - Wilbow and Easty Streets Infrastructure	August 2009	3,500	3,500	13	2,451	2,464
Franklin - Extension of Wells Station Drive	October 2009	6,600	6,600	5,988	252	6,240
Forde - Access Road and Trunk Sewer	November 2009	1,700	1,700	183	324	507
Molonglo Corridor Tree Planting	September 2009	400	400	55	5	60
Macgregor West - Parkwood Road Infrastructure	October 2009	1,200	1,200	222	329	551
Parks, Conservation and Lands						
Lake Ginninderra Foreshore Stage 2 (Emu Inlet) Upgrade	April 2010	3,200	5,850	734	25	759

Project	Revised Completion Date	Original Value (\$'000)	Revised Value (\$'000)	Prior Year Expenditure (\$'000)	2008-09 Expenditure (\$'000)	Total Expenditure 30 June 09
Capital Improvements - Improving the Look of the City						
Canberra City Central	November 2009	755	755	464	43	507
Urban Landscape and Built Asset Improvements	September 2009	2,115	2,115	965	377	1,342
Street and Park Trees Removal and Plantings	November 2009	330	330	105	163	268
Shopping Centre Improvements	December 2009	3,250	3,250	502	985	1,487
Parks and Reserves - Improvements to Playgrounds, Recreational Amenities and Tracks	December 2009	2,450	2,450	905	994	1,899
Tidbinbilla Nature Reserve - Sheedy's Picnic Area, Trails and Car Park	September 2009	250	250	100	150	250
Look of the City - GPO Funding - <i>Supplementary Appropriation</i>	September 2009	205	205	62	157	219
Conservation Signage for Queanbeyan River Cemetery	December 2009	100	100	0	40	40
Bunda Street Paving Design Works	July 2009	350	350	0	294	294
Supplementary Appropriation						
Drought Proofing Parks and Open Space	December 2009	2,900	2,900	1,362	456	1,818
Roads to Recovery						
Gungahlin Drive Extension	December 2009	53,000	117,150	112,722	4,411	117,133
Parks, Conservation and Land						
Heritage Signage	December 2009	350	350	317	4	321
Fire Trails Upgrade	June 2011	3,910	3,910	871	859	1,730
Total Works In Progress		135,743	204,483	134,808	33,580	168,388

Physically Complete Projects

Project	Completion Date	Original Value (\$'000)	Revised Value (\$'000)	Prior Year Expenditure (\$'000)	2008-09 Expenditure (\$'000)	Total Expenditure 30 June 09
Roads ACT						
West Belconnen School – Access Road and Amenity Improvements	June 2009	1,400	1,400	0	1,314	1,314
Fyshwick – Stormwater Augmentation	June 2009	3,800	3,800	314	3,312	3,626
Knowles Place South – Road Upgrade	June 2009	500	500	60	3	63
Supplementary Appropriations / PEBU						
Demolition of 141 Canberra Avenue, Fyshwick	June 2009	0	250	0	50	50
Expansion of the Park Signage Program	June 2009	0	100	0	0	0
Capital Upgrades						
Stormwater Improvements	June 2009	3,441	3,441	0	3,441	3,441
Libraries	June 2009	636	636	0	13	13
Public Transport Infrastructure	June 2009	369	369	0	334	334
Property	June 2009	2,056	2,056	0	1,971	1,971
Sport and Recreation						
Lakeside Leisure Centre Refurbishment	June 2009	4,000	4,000	259	3,363	3,622
Canberra Olympic Pool – Replacement of Air Dome	June 2009	2,000	2,000	11	1,962	1,973
ACT Planning and Land Development						
Bonython West – Duplication of Athllon Drive/ Intersection Upgrades	June 2009	3,900	3,900	1,832	2,093	3,925
Crace – Road Intersections Infrastructure	June 2009	3,000	3,000	566	1,890	2,456
Parks, Conservation and Lands						
Roads and Bridges	June 2009	2,620	2,620	2,188	210	2,398
Roads to Recovery						
Lanyon Drive Upgrade (Monaro Highway to Sheppard St)	September 2009	5,000	5,000	695	3,702	4,397

Project	Completion Date	Original Value (\$'000)	Revised Value (\$'000)	Prior Year Expenditure (\$'000)	2008-09 Expenditure (\$'000)	Total Expenditure 30 June 09
Parks, Conservation and Land						
Predator-Free Sanctuary - Mulligans Flat	September 2009	1,350	1,350	32	1,117	1,149
Total Projects Physically Complete		34,072	34,422	5,957	24,775	30,732

Physically and Financially Complete Projects

Project	Completion Date	Original Value (\$'000)	Revised Value (\$'000)	Prior Year Expenditure (\$'000)	2008-09 Expenditure (\$'000)	Total Expenditure 30 June 09
Roads ACT						
Rehabilitation of Cotter Road Pavement	June 2009	2,900	2,900	0	2,914	2,914
Duplication of Athllon Drive (Ankatell Street to Drakeford Drive)	June 2009	2,000	2,000	0	2,025	2,025
Bus Lanes and Bus Priority Measures	June 2009	500	500	0	650	650
Upgrade of Wakefield Avenue and Dooring Street Intersection	June 2009	100	100	0	83	83
Cotter Road - Pavement and Road Verge Improvements	June 2009	700	700	68	423	491
Acton - Temporary Car Park	June 2009	2,500	2,150	823	982	1,805
Duplication of Tharwa Drive - Forward Design	June 2009	500	500	425	118	543
Design of Edinburgh Avenue Extension	June 2009	250	250	0	79	79
Harrison Primary School Access Road and Mapleton Avenue Extension	June 2009	4,220	3,720	4,009	127	4,136
Transport Regulation and Planning						
New 'Park and Ride' and 'Bike and Ride' Facility	June 2009	530	530	0	548	548
Temporary Car Park within Commonwealth Avenue/Western Loops	December 2008	60	60	0	64	64
Light Rail Consultation - TA	June 2009	0	170	0	217	217

Project	Completion Date	Original Value (\$'000)	Revised Value (\$'000)	Prior Year Expenditure (\$'000)	2008-09 Expenditure (\$'000)	Total Expenditure 30 June 09
Property						
Moore St Health Building	September 2008	3,310	3,310	3,310	0	3,310
Territory Venues and Events						
Improvement of Canberra Stadium Player Facilities	June 2009	250	250	0	252	252
Capital Upgrades						
ACT NoWaste	June 2009	523	523	0	521	521
Weed Eradication Program	June 2009	262	262	0	262	262
Non-Urban Open Space Renewal	June 2009	300	300	0	300	300
ACTION - Engine Overhauls	June 2009	450	450	0	450	450
Sport and Recreation						
Griffith Oval - Fencing for Main Field	June 2009	250	250	1	171	172
Trunk Infrastructure						
Palmerston - New Trunk Sewer Infrastructure	June 2009	350	350	223	96	319
Capital Improvements - Improving the Look of the City						
Lake Tuggeranong Jetty	June 2009	50	50	25	24	49
Parks, Conservation and Land						
Restoring and enhancing Tidbinbilla Nature reserve	June 2009	2,940	2,940	2,829	111	2,940
Sustainable Transport Initiatives	June 2009	720	720	525	188	713
Neighbourhood Improvements - Capital Upgrades	March 2009	1,030	1,030	942	71	1,013
Harrison Neighbourhood Oval	June 2009	1,320	1,320	1,173	30	1,203
Sustainable Transport Initiative - Stage 1	June 2009	6,000	5,130	4,670	0	4,670
ACT NoWaste - Capital Upgrades	June 2009	510	510	510	0	510
Supplementary Appropriation						
Bus Interchange and Bus Stop Infrastructure	June 2009	1,000	1,000	200	866	1,066
Total Projects Physically and Financially Complete ¹		33,525	31,975	19,733	11,572	31,305

Projects Transferred to Other Agencies

Project	Completion Date	Original Value (\$'000)	Revised Value (\$'000)	Prior Year Expenditure (\$'000)	2008-09 Expenditure (\$'000)	Total Expenditure 30 June 09
Sustainability Policy and Programs						
Renewable Energy Technology Showcase Trf to DECEW		1,000	112	108	165	273
Convention Centre Trust Fund - Trf'd to CMD	N/A	250	250	0	0	0
Total Projects Transferred to Other Agencies		1,250	362	108	165	273
Total Capital Works Program		361,076	521,628	160,606	119,626	280,232

ACTION

Project	Completion Date	Original Value (\$'000)	Revised Value (\$'000)	Prior Year Expenditure (\$'000)	2008-09 Expenditure (\$'000)	Total Expenditure 30 June 09
ACTION - Bus Fleet Replacement (replace ageing bus fleet - 100 buses)	June 2010	49,500	50,000	0	0	0
Bike Racks for Free Bus Service	June 2010	252	336	0	0	0
ACTION - Replacement of Bus Fleet (18 buses)	June 2009	8,000	12,840	3,435	6,413	9,848
ACTION - Safety and Security Measures	June 2009	1,716	1,716	1,648	68	1,716
ACTION - Fleet Management System Replacement	June 2012	100	100	0	17	17
ACTION - New Ticketing System	June 2010	8,200	400	400	193	593
Total ACTION		67,768	65,392	5,483	6,691	12,174
Total Combined Capital Works Program		428,844	587,020	166,089	126,317	292,406

Shared Services

Project	Completion Date	Original Value (\$'000)	Revised Value (\$'000)	Prior Year Expenditure (\$'000)	2008-09 Expenditure (\$'000)	Total Expenditure 30 June 09
New Works						
Routine Replacement of Obsolete Critical Network Hardware	December 2009	1,600	1,600	0	1,185	1,185
Record Services Mitchell Accommodation – Refurbishment	December 2009	3,237	3,237	0	386	386
Total New Works		4,837	4,837	0	1,571	1,571
Completed Projects						
Procurement Solutions Systems Redevelopment	June 2009	600	600	0	600	600
Total Completed Works		600	600	0	600	600
Total Shared Services		5,437	5,437	0	2,171	2,171

Reconciliation of Funding and Expenditure

Reconciliation of Total Current Year Financing	
Original Capital Works Financing	176,708
Revised Capital Works Financing	117,832
Add: Financing for other Capital Injections	12,392
Less: GPO Funded Projects	(3,022)
Capital Injection from Government per Cash Flow Statement	127,202
Reconciliation of Total Current Year Actual Expenditure – Against Financing	
Total Current Year Capital Works Expenditure	119,626
Add: Financing for other Capital Injection Projects	12,392
Less: Accruals	(1,794)
Less: GPO Funded Projects	(3,022)
Capital Injection from Government per Cash Flow Statement	127,202

Reconciliation of Total Current Year Financing	
Reconciliation of Total Current Year Actual Expenditure	
Total Current Year Capital Works Expenditure	119,626
Add: Own-Sourced Capital Works Expenditure	3,904
Add: Capital Improvement Fund	2,353
Add: Expenditure for other Capital Injection Projects	12,610
Less: GPO Funded Projects	(3,022)
Total payments from Investing Activities as per Cash Flow Statement	135,471

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C. 14 Government Contracting

Procurement Principles and Processes

TAMS makes use of contractors in providing services to the community. During the year 2008–09, the procurement selection and management processes for all contractors, including consultants, complied with the *Government Procurement Act 2001*, *Government Procurement Regulation 2007*, subordinate guidelines and circulars.

Procurement processes above \$50,000 were reviewed by an Approved Procurement Unit (APU) and the

Government Procurement Board as required by the Government Procurement (APU) Guidelines 2002.

TAMS is committed to ensuring that suppliers meet all of their industrial relations obligations in the performance of any contract activities. TAMS may request details from suppliers, including an Ethical Suppliers Declaration, which is sent to relevant union (through Unions ACT), ACT Workcover and the Public Sector Management and Industrial Relations Group for verification.

External Sources of Labour and Services

The following table lists contractor/consultancy services over \$20,000 used by TAMS in providing services to the community by output class. Building and other capital works are identified in the capital works program table.

Output Class	Business Unit	Contractor/Consultant	Description/Reason Contract Let	Approval Date (date contract let)	Actual Expenditure (GST Exc)	Procurement Type
1-InTACT	InTACT	ALC Training Pty Ltd	Provision of ITIL training and related services	June 2006	\$79,359	Open Tender
1-InTACT	InTACT	Broadcast Australia Pty Ltd	Provision of radio and communication services	June 2002	\$56,433	Single Select
1-InTACT	InTACT	Capital Easy Finance and Leasing	Provision of IT equipment leasing services	May 2004	\$7,965,390	Open Tender
1-InTACT	InTACT	Cerulean Solutions Ltd	Provision of network infrastructure services	May 2004	\$1,539,957	Open Tender
1-InTACT	InTACT	CITRIX Systems Asia Pacific Pty Ltd	Provision of applications support	June 2005	\$27,473	Single Select
1-InTACT	InTACT	Corporate Express Aust. Ltd	Provision of IT equipment	December 2002	\$10,805,220	Open Tender
1-InTACT	InTACT	Cybertrust Australia Pty Ltd	Provision of external firewalls	October 2004	\$63,842	Open Tender

Output Class	Business Unit	Contractor/Consultant	Description/Reason Contract Let	Approval Date (date contract let)	Actual Expenditure (GST Exc)	Procurement Type
1-InTACT	InTACT	DATA#3	Provision of Microsoft products	October 2007	\$3,441,491	Open Tender
1-InTACT	InTACT	Dimension Data Australia Pty Ltd	Provision of telecommunications products and services	October 2005	\$3,172,677	Open Tender
1-InTACT	InTACT	Diverse Data Communications	Provision of infrastructure and network services	March 2007	\$2,409,092	Open Tender
1-InTACT	InTACT	EB2B.COM Pty Ltd	Provision of data encryption solution	February 2006	\$52,500	Select Tender
1-InTACT	InTACT	Effective People Pty Ltd	Contract labour hire	August 2006	\$121,328	Select Tender
1-InTACT	InTACT	EMC Global Holdings Company	Provision of storage area network and backup infrastructure	December 2005	\$1,206,299	Select Tender
1-InTACT	InTACT	Emerson Network Power Global Services Australia	Supply and maintenance of uninterruptible power supply and related equipment for IP telephony	July 2005	\$350,686	Single Select
1-InTACT	InTACT	Frontier Software Pty Ltd	Provision of licences and support for the Human Resource Management System	July 2004	\$306,683	Open Tender
1-InTACT	InTACT	Gartner Australasia Pty Ltd	Provision of ICT consulting services	April 2007	\$65,880	Single Select
1-InTACT	InTACT	Hewlett Packard Australia Ltd	Provision of server equipment, maintenance and support	June 2006	\$462,337	Open Tender
1-InTACT	InTACT	Hitachi Data Systems Pty Ltd	Provision of ICT consulting services	November 2008	\$90,000	Single Select
1-InTACT	InTACT	IDC Australia Pty Ltd	Provision of benchmarking services	July 2008	\$110,510	Open Tender

Output Class	Business Unit	Contractor/Consultant	Description/Reason Contract Let	Approval Date (date contract let)	Actual Expenditure (GST Exc)	Procurement Type
1-InTACT	InTACT	Intersect Alliance Pty Ltd	Provision of security software support and maintenance	October 2007	\$41,364	Single Select
1-InTACT	InTACT	Intravision Pty Ltd	Provision of data cabling and associated electrical services	February 2007	\$563,488	Open Tender
1-InTACT	InTACT	Itilics Pty Ltd	Provision of Marval software licenses	May 2005	\$146,325	Select Tender
1-InTACT	InTACT	MAC 1 Pty Ltd	Provision of APPLE products	January 2008	\$510,332	Single Select
1-InTACT	InTACT	Macquarie Equipment Finance	Provision of IT equipment leasing services	January 2000	\$125,797	Open Tender
1-InTACT	InTACT	Microsoft Pty Ltd	Provision of Microsoft premier support	June 2003	\$187,204	Single Select
1-InTACT	InTACT	MRB Communications Pty Ltd	Provision of data cabling and associated electrical services	January 2007	\$221,226	Open Tender
1-InTACT	InTACT	Objective Corporation Ltd	Provision of managed services for the Human Resource Management System	November 2006	\$432,058	Open Tender
1-InTACT	InTACT	Open System Australia	Provision of content keeper software and hardware	February 2006	\$69,029	Open Tender
1-InTACT	InTACT	Optus Communications	Provision of mobile phones and telecommunications facility	September 2004	\$710,788	Open Tender
1-InTACT	InTACT	Optus Networks Pty Ltd	Provision of mobile phones and user charges	September 2004	\$214,734	Open Tender
1-InTACT	InTACT	Oracle Corporation Australia Pty Ltd	Provision of Oracle Financials licenses and products	May 2007	\$395,175	Single Select

Output Class	Business Unit	Contractor/Consultant	Description/Reason Contract Let	Approval Date (date contract let)	Actual Expenditure (GST Exc)	Procurement Type
1-InTACT	InTACT	Pro-Tech Services Pty Ltd	Provision of data cabling and associated electrical services	November 2006	\$482,154	Open Tender
1-InTACT	InTACT	Recall Total Information Management	Provision of secure office paper recycling services	February 2005	\$389,017	Single Select
1-InTACT	InTACT	Ricoh Australia Pty Ltd	Provision of copying and multifunction services and equipment	December 2002	\$1,375,096	Open Tender
1-InTACT	InTACT	Ross Human Directions Pty Ltd (previously Verossity Pty Ltd)	Provision of human resources and recruitment services	July 2007	\$17,184,955	Open Tender
1-InTACT	InTACT	SHL Australia Pty Ltd	Provision of psychometric on-line testing	November 2005	\$21,559	Single Select
1-InTACT	InTACT	SRC Solutions Pty Ltd	Provision of staff rehabilitation services	July 2004	\$25,932	Single Select
1-InTACT	InTACT	Stowe Australia Pty Ltd	Provision of communication cabinets	April 2007	\$50,050	Open Tender
1-InTACT	InTACT	Telstra Corporation Ltd	Provision of Telecommunications Products and Services	January 2007	\$3,777,730	Open Tender
1-InTACT	InTACT	Transact Capital Communications Pty Ltd	Provision of telecommunications products and services	April 2007	\$6,120,458	Open Tender
1-InTACT	InTACT	Turbosoft Pty Ltd	Provision of Turbosoft TTWIN emulation software licenses	July 2003	\$75,000	Single Select
1-InTACT	InTACT	Unify Solutions Pty LTD	Provision of identity and access management consulting services and products	June 2009	\$57,162	Select Tender
1-InTACT	InTACT	Vasco Data Security Australia Pty Ltd	Provision of security products	September 2007	\$92,520	Open Tender

Output Class	Business Unit	Contractor/Consultant	Description/Reason Contract Let	Approval Date (date contract let)	Actual Expenditure (GST Exc)	Procurement Type
1-InTACT	InTACT	VPerformance Pty Ltd	Provision of VNMS application support, maintenance and training	October 2003	\$24,400	Single Select
1-InTACT	InTACT	Wayne Smith and Co.	Provision of probity audit services	July 2007	\$29,996	Select Tender
1-InTACT	InTACT	Whitegold Solutions	Provision of Barracuda spam filters and support	August 2008	\$52,209	Single Select
1-Municipal Services	ACT Library and Information Service	Chubb Security Services Ltd	Cash collection and security services	May 2005	\$28,527	Open Tender
1-Municipal Services	ACT Library and Information Service	Hudson	Casual staff for radio frequency identification tagging	April 2009	\$59,503	Quotations
1-Municipal Services	ACT Library and Information Service	Informed Sources Pty Ltd	Contract labour hire	February 2006	\$755,424	Open Tender
1-Municipal Services	ACT Library and Information Service	McMillan Staff Development Pty Ltd	Staff training	September 2008	\$24,227	Select Tender
1-Municipal Services	ACT Library and Information Service	Pickwick Cleaning Services	Cleaning services	October 2007	\$202,316	Open Tender
1-Municipal Services	ACT NoWaste	ACT Earthmoving and Truck Repairs Pty Ltd	Mowing - West Belconnen Landfill	February 2008	\$20,000	Open Tender
1-Municipal Services	ACT NoWaste	APC Environmental Management	Waste audits	March 2009	\$69,610	Standing offer arrangements
1-Municipal Services	ACT NoWaste	Australian Surveillance Systems	Supply and installation of Closed Circuit Television (CCTV) and related security equipment	August 2008	\$21,361	Quotations

Output Class	Business Unit	Contractor/Consultant	Description/Reason Contract Let	Approval Date (date contract let)	Actual Expenditure (GST Exc)	Procurement Type
1-Municipal Services	ACT NoWaste	Beemak Enterprises	Various repairs and maintenance works	April 2009	\$21,327	Quotations
1-Municipal Services	ACT NoWaste	Canberra Sand and Gravel Pty Ltd	Green waste processing	August 2001	\$240,780	Open Tender
1-Municipal Services	ACT NoWaste	Chemsal Pty Ltd	Collection and disposal of household chemical/ hazardous waste	March 2009	\$63,611	Quotations
1-Municipal Services	ACT NoWaste	Cleanaway	Collection of domestic waste and recyclable materials	September 2002	\$8,906,388	Open Tender
1-Municipal Services	ACT NoWaste	Corkhill Bros	Green waste processing	August 2001	\$321,610	Open Tender
1-Municipal Services	ACT NoWaste	Custom Made Landscapes	Remedial landscape works	May 2009	\$36,853	Open tender
1-Municipal Services	ACT NoWaste	Diverse Productions Pty Ltd	Development of a procedure manual	June 2008	\$27,195	Quotations
1-Municipal Services	ACT NoWaste	Ecowise Australia Pty Ltd	Environmental monitoring at landfills	February 2005	\$15,586	Open Tender
1-Municipal Services	ACT NoWaste	Effective People Pty Ltd	Contract labour hire	July 2008	\$33,460	Select Tender
1-Municipal Services	ACT NoWaste	Envirochem Technologies Pty Ltd	Disposal of hazardous chemicals	June 2008	\$20,748	Select Tender and Quotations
1-Municipal Services	ACT NoWaste	GMT Canberra Pty Ltd	Contract labour hire	July 2008	\$45,269	Quotations
1-Municipal Services	ACT NoWaste	Hays Specialist Recruitment (Australia) Pty Ltd	Contract labour hire	July 2008	\$99,791	Quotations
1-Municipal Services	ACT NoWaste	HMA Blaze Pty Ltd	Advertising	July 2008	\$36,906	Standing offer arrangements
1-Municipal Services	ACT NoWaste	Mag Welding Services Pty Ltd	Welding repairs and maintenance	April 2009	\$158,699	Standing offer arrangements

Output Class	Business Unit	Contractor/Consultant	Description/Reason Contract Let	Approval Date (date contract let)	Actual Expenditure (GST Exc)	Procurement Type
1-Municipal Services	ACT NoWaste	Patches Asphalt	Upgrade, repair and maintain asphalt	April 2009	\$34,843	Quotations
1-Municipal Services	ACT NoWaste	Samarkos Earthmoving Pty Ltd	Resource recovery services at the Mugga Lane Resource Management Centre	June 2007	\$1,003,704	Open tender
1-Municipal Services	ACT NoWaste	SEMF Pty Ltd	Environmental monitoring	February 2009	\$28,337	Standing offer arrangements
1-Municipal Services	ACT NoWaste	SMEC Australia Pty Ltd	Strategic Asset Management Plan	October 2007	\$53,759	Open tender
1-Municipal Services	ACT NoWaste	Suncorp-Metway Ltd	Financing of the Hume Materials Recovery Facility	July 2004	\$569,295	Open tender
1-Municipal Services	ACT NoWaste	Thiess Services Pty Ltd	Management services at the Mugga Lane Resource Management Centre, Mitchell Resource Management Centre, and the Hume Material Recovery Facility.	January 2001	\$4,177,533	Open Tender - Landfill Single Select - Weighbridge
1-Municipal Services	ACT NoWaste	Walter Turnbull Pty Ltd	Audit of resource recovery operations	July 2008	\$29,415	Standing offer arrangements
1-Municipal Services	Asset Services Group	ARRB Group Ltd	Road design workshop and staff training	May 2008	\$40,350	Single Select
1-Municipal Services	Asset Services Group	Exor Corporation Pty Ltd	Development program for integrated Asset Management System	July 2005	\$62,934	Open Tender
1-Municipal Services	Asset Services Group	Staffing and Office Solutions Pty Ltd	Contract Labour Hire	July 2007	\$87,366	Select Tender
1-Municipal Services	Australian Capital Tourism	Aust Temporary Fencing Pty Ltd	Fencing Floriade	April 2008	\$24,289	Open Tender
1-Municipal Services	Australian Capital Tourism	BDW Special Events Management	Events Management Tourism Awards	July 2008	\$114,330	Open Tender

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1-Municipal Services	Australian Capital Tourism	Bruceworks Pty Ltd	Landscaping Canberra and Region Visitor Centre	June 2006	\$27,500	Quotations
1-Municipal Services	Australian Capital Tourism	Craft Inprint	Publishing	October 2008	\$20,580	Open Tender
1-Municipal Services	Australian Capital Tourism	Earthcheck Pty Ltd	Five-Year Strategic Plan for Tourism	April 2008	\$52,040	Quotations
1-Municipal Services	Australian Capital Tourism	Ecowise Australia Pty Ltd	Electrical services for Floriade	May 2009	\$86,762	Open Tender
1-Municipal Services	Australian Capital Tourism	Elite Sound and Lighting	Lighting at Floriade	November 2008	\$133,063	Open Tender
1-Municipal Services	Australian Capital Tourism	Enviro-Friendly Waste Management Pty Ltd	Portable Toilet Service	April 2008	\$41,373	Quotations
1-Municipal Services	Australian Capital Tourism	Ernst and Young	Event Evaluation	September 2008	\$79,648	Quotations
1-Municipal Services	Australian Capital Tourism	Farm Animal Resource Management	Performances for Floriade	April 2008	\$36,600	Single Select
1-Municipal Services	Australian Capital Tourism	Feet Theatre	Performances for Floriade	April 2008	\$21,852	Single Select
1-Municipal Services	Australian Capital Tourism	First Aid Services - Paramedics Aust	Medical Support Floriade	April 2008	\$38,689	Open Tender
1-Municipal Services	Australian Capital Tourism	Hays Specialist Recruitment (Australia) Pty Ltd	Contract labour hire	July 2008	\$91,859	Quotations
1-Municipal Services	Australian Capital Tourism	IPMG Pty Ltd	Production of promotional inserts and publications	April 2008	\$256,457	Open Tender
1-Municipal Services	Australian Capital Tourism	M Media Group Pty Ltd	Advertising	March 2007	\$802,742	Open Tender
1-Municipal Services	Australian Capital Tourism	Millward Brown Pty Ltd	Tourism reporting and analysis	December 2008	\$22,983	Quotations
1-Municipal Services	Australian Capital Tourism	Morris Walker Pty Ltd	Public Relations Floriade	March 2008	\$96,033	Open Tender

Output Class	Business Unit	Contractor/Consultant	Description/Reason Contract Let	Approval Date (date contract let)	Actual Expenditure (GST Exc)	Procurement Type
1-Municipal Services	Australian Capital Tourism	Next Digital Group Pty Ltd	Redevelopment of website	March 2009	\$149,000	Open Tender
1-Municipal Services	Australian Capital Tourism	Nova Multimedia	Lighting and sound at Floriade	October 2008	\$100,124	Open Tender
1-Municipal Services	Australian Capital Tourism	Roy Morgan Research Pty Ltd	Research Surveys	January 2008	\$33,019	Single Select
1-Municipal Services	Australian Capital Tourism	SNP Security	Security Floriade	April 2008	\$192,011	Open Tender
1-Municipal Services	Australian Capital Tourism	Sold Out National Event Management Pty Ltd	Floriade Signage	May 2008	\$91,880	Open Tender
1-Municipal Services	Australian Capital Tourism	Strange Fruit Productions Inc	Theatrical Performance	April 2008	\$54,167	Single Select
1-Municipal Services	Australian Capital Tourism	Swell Design Group	Advertising	March 2007	\$52,055	Open Tender
1-Municipal Services	Australian Capital Tourism	THA Consulting	Event attraction strategy	April 2008	\$34,000	Quotations
1-Municipal Services	Australian Capital Tourism	Traffic Technologies Pty Ltd	Signage and traffic management	May 2008	\$32,160	Quotations
1-Municipal Services	Australian Capital Tourism	Travel Management Services	Contract labour hire	July 2007	\$80,472	Quotations
1-Municipal Services	Australian Capital Tourism	Waste Away	Waste removal	April 2008	\$36,072	Quotations
1-Municipal Services	Australian Capital Tourism	Xzodus Pty Ltd	Representation in Asia	July 2007	\$186,130	Single Select
1-Municipal Services	Australian Capital Tourism	Zoo Communications Pty Ltd	Advertising	March 2007	\$715,239	Open Tender
1-Municipal Services	Canberra Connect	Avoka Technologies P/L	IT Support and Development	February 2006	\$79,755	Open Tender
1-Municipal Services	Canberra Connect	Chubb Security Services Ltd	Cash Delivery and Collection, Security Services	May 2002	\$156,568	Open Tender

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1-Municipal Services	Canberra Connect	Fit Happens	Workplace OHS	April 2004	\$23,270	Quotations
1-Municipal Services	Canberra Connect	HYRO Solutions Pty Ltd	IT Support and Development	June 2006	\$25,048	Single Select
1-Municipal Services	Canberra Connect	Market Solutions Pty Ltd	Market Research	February 2008	\$25,787	Quotations
1-Municipal Services	Canberra Connect	Oakton AA Services Pty Ltd	Security Services	October 2008	\$69,183	Open Tender
1-Municipal Services	Canberra Connect	Randstad Pty Ltd	Contract Labour Hire	July 2006	\$203,009	Open Tender
1-Municipal Services	Canberra Connect	Recall Information Management Pty Ltd	Records Sentencing.	November 2007	\$168,662	Open Tender
1-Municipal Services	Canberra Connect	Regent Recruitment	Contract Labour Hire	July 2006	\$1,635,580	Open Tender
1-Municipal Services	Canberra Connect	Ross Human Directions Ltd	Contract Labour Hire	July 2006	\$981,003	Open Tender
1-Municipal Services	Canberra Connect	Select Industrial	Contract Labour Hire	July 2006	\$71,947	Open Tender
1-Municipal Services	Canberra Connect	Vedior Asia Pacific Pty Ltd	Contract Labour Hire	July 2006	\$88,702	Open Tender
1-Municipal Services	Capital Linen	Colleys Dry-Cleaning Maintenance	Laundry maintenance services	July 2007	\$71,348	Quotations
1-Municipal Services	Capital Linen	Jobwire	Contract labour hire	July 2007	\$923,661	Single Select
1-Municipal Services	Compliance, Investigation and Domestic Animal Service	Capital City Heavy Haulage Pty Ltd	Abandoned vehicle haulage services	July 2008	\$27,968	Open Tender
1-Municipal Services	Compliance, Investigation and Domestic Animal Service	Effective People Pty Ltd	Contract labour hire -Manager Biosecurity	June 2008	\$20,116	Single Select

Output Class	Business Unit	Contractor/Consultant	Description/Reason Contract Let	Approval Date (date contract let)	Actual Expenditure (GST Exc)	Procurement Type
1-Municipal Services	Compliance, Investigation and Domestic Animal Service	Inner South Veterinary Hospital	Supply of veterinary services	July 2008	\$47,720	Standing offer arrangements
1-Municipal Services	Compliance, Investigation and Domestic Animal Service	Parsons Brinckerhoff Australia Pty Ltd	Ground water remediation - Civic	December 2007	\$101,311	Single Select
1-Municipal Services	Environment Protection and Heritage	Effective People Pty Ltd	Contract labour hire	July 2008	\$7,943	Single Select Tender and Quotations
1-Municipal Services	Environment Protection and Heritage	PCA People Pty Ltd	Contract labour hire	July 2008	\$41,781	Quotations
1-Municipal Services	Office of the Chief Executive	HMA Blaze Pty Ltd	Advertising of vacancies	July 2008	\$27,240	Standing offer arrangements
1-Municipal Services	Office of the Chief Executive	Koomarri Association	Contract labour hire	December 2006	\$41,825	Single Select
1-Municipal Services	Office of the Chief Executive	Micromex Research	Customer satisfaction survey	December 2008	\$57,400	Open Tender
1-Municipal Services	Office of the Chief Executive	Oakton AA Services Pty Ltd	Internal audit	October 2008	\$212,817	Open Tender
1-Municipal Services	Office of the Chief Executive	Randstad Pty Ltd	Contract labour hire	July 2008	\$20,654	Quotations
1-Municipal Services	Office of the Chief Executive	Recall Information Management Pty Ltd	Waste collection service	July 2008	\$38,008	Single Select
1-Municipal Services	Office of the Chief Executive	Regent Recruitment	Contract labour hire	July 2006	\$59,366	Open Tender
1-Municipal Services	Office of the Chief Executive	University of Canberra	Autumn urban seminar series	December 2007	\$25,564	Single Select
1-Municipal Services	Office of the Chief Executive	Walter Turnbull Pty Ltd	Tax and Internal audit	September 2008	\$123,450	Open Tender

Output Class	Business Unit	Contractor/Consultant	Description/Reason Contract Let	Approval Date (date contract let)	Actual Expenditure (GST Exc)	Procurement Type
1-Municipal Services	Parks, Conservation and Lands	24/7 Facility Services	Cleaning of bus interchanges, plus monthly clean of Stromlo and Hume Depots	June 2007	\$209,734	Open Tender
1-Municipal Services	Parks, Conservation and Lands	ACT Earthmoving and Truck Repairs Pty Ltd	Plant and equipment for dryland grass mowing	July 2006	\$901,757	Standing Offer arrangements
1-Municipal Services	Parks, Conservation and Lands	Adecco Industrial Pty Ltd	Contract labour hire	July 2007	\$2,500,492	Single Select
1-Municipal Services	Parks, Conservation and Lands	Bayldon Agricultural Supplies	Supply of parts, service and repair of machinery	July 2008	\$22,747	Quotations
1-Municipal Services	Parks, Conservation and Lands	Beemak Enterprises	Weed control	July 2006	\$80,715	Open Tender
1-Municipal Services	Parks, Conservation and Lands	Beemak Enterprises	Dryland mowing, water tanker hire, stump cutting and weed control services	July 2006	\$655,187	Standing Offer arrangements
1-Municipal Services	Parks, Conservation and Lands	Blue Star Print Group Australia Pty Ltd	Printing of books and maps	July 2008	\$23,793	Quotations
1-Municipal Services	Parks, Conservation and Lands	Blueline Plant Hire	Seasonal plant and operator hire	October 2006	\$263,720	Standing Offer arrangements
1-Municipal Services	Parks, Conservation and Lands	Bolans Tree Service Pty Ltd	Removal of dead and dying trees from road verges, parks and urban open spaces	July 2006	\$33,960	Standing Offer arrangements
1-Municipal Services	Parks, Conservation and Lands	Brindabella Irrigation	Maintenance and testing of irrigation systems	October 2006	\$179,081	Open Tender

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1-Municipal Services	Parks, Conservation and Lands	Canberra Horticulture Pty Ltd	Horticultural maintenance and cleaning services	July 2006	\$1,690,412	Open Tender
1-Municipal Services	Parks, Conservation and Lands	Canberra Locksmiths	Supply, service and repair locks	July 2008	\$54,904	Quotations
1-Municipal Services	Parks, Conservation and Lands	Canberra Mowing Pty Ltd	Mowing	February 2008	\$120,712	Standing Offer arrangements
1-Municipal Services	Parks, Conservation and Lands	Canscape Landscaping	Tree stump cutting	April 2006	\$146,480	Standing Offer arrangements
1-Municipal Services	Parks, Conservation and Lands	Capital Weed Control	Mowing dry land grass and weed control	June 2007	\$386,630	Standing Offer arrangements
1-Municipal Services	Parks, Conservation and Lands	Classic Solutions	Asbestos contaminated waste removal	November 2008	\$54,500	Select Tender
1-Municipal Services	Parks, Conservation and Lands	Cleanaway	Waste collection	February 2007	\$124,021	Open Tender
1-Municipal Services	Parks, Conservation and Lands	Conservation Volunteers Aust	Services at Tidbinbilla Nature Reserve	July 2008	\$350,958	Single Select
1-Municipal Services	Parks, Conservation and Lands	Core Enviro Solutions	Spraying and treatment services for wasps, ants, and weeds	July 2008	\$37,540	Quotations
1-Municipal Services	Parks, Conservation and Lands	CSIRO	Gungahlin accommodation and utilities costs	July 2008	\$76,934	Quotations
1-Municipal Services	Parks, Conservation and Lands	Currie Communications Pty Ltd	Public relations services	February 2009	\$120,848	Open Tender

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1-Municipal Services	Parks, Conservation and Lands	Custom Made Landscapes	Construction of flower beds and planting of bulbs and annuals for Floriade	March 2006	\$118,702	Standing Offer arrangements
1-Municipal Services	Parks, Conservation and Lands	Dabakala Pty Ltd	Cleaning, maintenance and repair of electric and gas barbeques	September 2006	\$114,874	Open Tender
1-Municipal Services	Parks, Conservation and Lands	Dan and Dan Landscaping Pty Ltd	Roadside native grass re-seeding	July 2008	\$104,745	Quotations
1-Municipal Services	Parks, Conservation and Lands	Deeble, B and C Pty Ltd	Water tanker hire	March 2006	\$83,803	Standing Offer arrangements
1-Municipal Services	Parks, Conservation and Lands	Deves Field Pty Ltd	Maintenance and testing of irrigation system	October 2006	\$182,726	Open Tender
1-Municipal Services	Parks, Conservation and Lands	DFP Recruitment Services	Contract labour hire	December 2008	\$44,505	Single Select
1-Municipal Services	Parks, Conservation and Lands	Driver Education Centre of Australia Ltd	Defensive driver training course	April 2007	\$34,395	Open Tender
1-Municipal Services	Parks, Conservation and Lands	Effective People Pty Ltd	Contract labour hire	July 2008	\$356,458	Single Select Tender and Quotations
1-Municipal Services	Parks, Conservation and Lands	Environmental Resources Management Aust	Professional services		\$63,570	Quotations
1-Municipal Services	Parks, Conservation and Land	Forest Air Helicopters Aust	Uriarra - chemical spraying and aerial boron fertiliser application	March 2009	\$178,661	Single Select
1-Municipal Services	Parks, Conservation and Lands	Forestrack Pty Ltd	Fire suppression works - plant and operator hire	November 2007	\$601,355	Open Tender

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1-Municipal Services	Parks, Conservation and Lands	FTJ Forestry Services	Fertilising and tree planting services	July 2006	\$961,264	Standing Offer arrangements
1-Municipal Services	Parks, Conservation and Lands	GHD Pty Ltd	Provision of fire management consultancy services	December 2007	\$47,623	Open Tender
1-Municipal Services	Parks, Conservation and Lands	Gloss Services Pty Ltd	Weed control, thin pine wildings, tree planting, watering and fertilising	July 2006	\$167,171	Standing Offer arrangements
1-Municipal Services	Parks, Conservation and Lands	Greening Australia Capital Region Ltd	Lower Cotter Catchment - Murrumbidgee River Corridor - publishing, printing and consultancy works	December 2006	\$119,733	Single Select
1-Municipal Services	Parks, Conservation and Lands	Greening Australia Capital Region Ltd	Plantings	June 2007	\$264,917	Single Select
1-Municipal Services	Parks, Conservation and Lands	Group One Pty Ltd	Bushfire Operations Plan - road works and maintenance	April 2005	\$1,955,705	Open Tender
1-Municipal Services	Parks, Conservation and Lands	Gungahlin Concrete Services Pty Ltd	Concrete works in Mitchell	July 2008	\$32,015	Quotations
1-Municipal Services	Parks, Conservation and Lands	Hays Specialist Recruitment (Australia) Pty Ltd	Contract labour hire	June 2007	\$113,073	Single Select
1-Municipal Services	Parks, Conservation and Lands	Heli Surveys Pty Ltd	Helicopter services	April 2009	\$37,850	Standing Offer arrangements
1-Municipal Services	Parks, Conservation and Lands	HMA Blaze Pty Ltd	Advertising		\$62,502	Standing Offer arrangements

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1-Municipal Services	Parks, Conservation and Lands	Homewood Consulting Pty Ltd	Tree data collection	July 2008	\$66,668	Quotations
1-Municipal Services	Parks, Conservation and Lands	Intech Industrial Technicians	Service, repair and maintenance of equipment and cost of operator training	July 2007	\$31,298	Quotations
1-Municipal Services	Parks, Conservation and Lands	J and S Finch	Weed control in rural areas	July 2006	\$96,037	Standing Offer arrangements
1-Municipal Services	Parks, Conservation and Lands	JT and NC Emery	Provision of water tanker and operator	February 2007	\$84,330	Standing Offer arrangements
1-Municipal Services	Parks, Conservation and Lands	KD Carratt	Tree maintenance and plant hire	July 2006	\$106,951	Standing Offer arrangements
1-Municipal Services	Parks, Conservation and Lands	Kerrie Prutti	Provision of cleaning services - Namadgi National Park, Namadgi Visitors Centre, Tidbinbilla and Murrumbidgee River Corridor	July 2007	\$25,908	Quotations
1-Municipal Services	Parks, Conservation and Lands	Koomarri Association	Contract labour hire	August 2007	\$306,624	Single Select
1-Municipal Services	Parks, Conservation and Lands	Landmark Copeland Medway	Supply of pest control equipment and pest control services	July 2007	\$134,021	Standing Offer arrangements
1-Municipal Services	Parks, Conservation and Lands	Landscape Direct	Woden/Weston horticultural, cleaning and maintenance services	May 2007	\$2,570,079	Open Tender
1-Municipal Services	Parks, Conservation and Lands	Lemke Timber Training Pty Ltd	Chainsaw training course	July 2007	\$57,790	Quotations

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1-Municipal Services	Parks, Conservation and Lands	Lines Signs and Pavements Pty Ltd	Provision of signage and temporary traffic management training	July 2007	\$29,787	Quotations
1-Municipal Services	Parks, Conservation and Lands	Lou Jenal	Bobcat hire	July 2007	\$74,992	Quotations
1-Municipal Services	Parks, Conservation and Lands	Lovick Contracting Pty Ltd	Hire of equipment for green waste processing		\$44,818	Quotations
1-Municipal Services	Parks, Conservation and Lands	M N and S Gregory	Fencing of remnant vegetation	July 2007	\$43,301	Quotations
1-Municipal Services	Parks, Conservation and Lands	Mag Welding Services Pty Ltd	Welding and infrastructure repairs and maintenance	July 2007	\$95,051	Quotations
1-Municipal Services	Parks, Conservation and Lands	Makin Trax Australia Pty Ltd	Landscaping services - Cotter Depot	July 2008	\$94,442	Quotations
1-Municipal Services	Parks, Conservation and Lands	Mandar Services Pty Ltd	Indigenous training services	August 2008	\$26,013	Quotations
1-Municipal Services	Parks, Conservation and Lands	Manpower Services Aust Pty Ltd	Contract labour hire	July 2008	\$81,833	Quotations
1-Municipal Services	Parks, Conservation and Lands	Market Attitude Research Services	Satisfaction survey on ACT Sportsgrounds	April 2008	\$90,909	Select Tender
1-Municipal Services	Parks, Conservation and Lands	McLachlan and Sons	Tree planting, weed and pine wilding control	July 2006	\$244,531	Open Tender
1-Municipal Services	Parks, Conservation and Lands	McMahon's Lawn Turf and Maintenance Pty Ltd	Site preparation and laying of turf	October 2006	\$138,744	Open Tender

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1-Municipal Services	Parks, Conservation and Lands	Mia Rural Service	Chemical supplies	June 2007	\$75,270	Open Tender
1-Municipal Services	Parks, Conservation and Lands	Mitchell Lawn Mower Centre	Repairs and maintenance on plant and equipment	July 2007	\$27,510	Quotations
1-Municipal Services	Parks, Conservation and Lands	NP and MM Clancy Partnership	Litter collection and cleaning	July 2007	\$37,479	Quotations
1-Municipal Services	Parks, Conservation and Lands	Nuturf Pty Ltd	Supply, delivery and application of chemicals	April 2007	\$123,563	Standing Offer arrangements
1-Municipal Services	Parks, Conservation and Lands	ORIX Aust Corp Ltd	Vehicle lease and fuel	January 1998	\$112,708	Open Tender
1-Municipal Services	Parks, Conservation and Lands	Out and About Landscapes	Drainage and planting beds	December 2007	\$137,243	Open Tender
1-Municipal Services	Parks, Conservation and Lands	Outland Resources Pty Ltd	Removal of pine wildings	February 2009	\$31,685	Standing Offer arrangements
1-Municipal Services	Parks, Conservation and Lands	Ozbestos Pty Ltd	Removal and disposal of asbestos	July 2008	\$48,660	Quotations
1-Municipal Services	Parks, Conservation and Lands	Parry Plumbing and Irrigation Services Pty Ltd	Plumbing and Irrigation repairs and maintenance	July 2007	\$60,140	Quotations
1-Municipal Services	Parks, Conservation and Lands	Patterson Rural Contracting	Weed control and fencing works in rural areas	July 2006	\$179,636	Standing Offer arrangements
1-Municipal Services	Parks, Conservation and Lands	Pepworldwide Pty Ltd	Training services	July 2008	\$36,000	Quotations

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1-Municipal Services	Parks, Conservation and Lands	Peter Gullett	Repairs and maintenance on gates and fences	July 2008	\$28,872	Quotations
1-Municipal Services	Parks, Conservation and Lands	Price Waterhouse Coopers	Organisational review	August 2008	\$100,000	Select Tender
1-Municipal Services	Parks, Conservation and Lands	Pyramid Corporation Pty Ltd	Upgrade of Mt Ainslie summit walking track	May 2008	\$62,224	Select Tender
1-Municipal Services	Parks, Conservation and Lands	Randstad Pty Ltd	Contract labour hire	July 2008	\$371,430	Quotations
1-Municipal Services	Parks, Conservation and Lands	Ricoh Australia Pty Ltd	Photocopier supplies and photocopying services	December 2002	\$27,792	Standing Offer arrangements
1-Municipal Services	Parks, Conservation and Lands	S and J Morrison	Weed spraying	July 2008	\$105,471	Quotations
1-Municipal Services	Parks, Conservation and Lands	Sapphire Coast Tree Service and Tower Hire	Tree maintenance services - travel tower, water tanker hire and stump cutting services	July 2006	\$1,026,219	Standing Offer arrangements
1-Municipal Services	Parks, Conservation and Lands	Security One	Security services - locking gates and toilets	March 2007	\$39,692	Select Tender
1-Municipal Services	Parks, Conservation and Lands	Seears Workwear	Supply of work wear - including uniforms, shoes, gloves, hats, and sunscreen	July 2007	\$33,377	Quotations
1-Municipal Services	Parks, Conservation and Lands	Shell Company of Australia Ltd	Fuel and oil	January 2005	\$190,915	Standing Offer arrangements

Output Class	Business Unit	Contractor/Consultant	Description/Reason Contract Let	Approval Date (date contract let)	Actual Expenditure (GST Exc)	Procurement Type
1-Municipal Services	Parks, Conservation and Lands	Southern Weed Management	Weed control	July 2006	\$121,468	Standing Offer arrangements
1-Municipal Services	Parks, Conservation and Lands	Specialised Construction of Protected Environments Pty Ltd	Erosion Control - Lower Cotter	February 2009	\$38,170	Single Select
1-Municipal Services	Parks, Conservation and Lands	Specialised Construction of Protected Environments Pty Ltd	Construction services including construction of a walking track on Mount Taylor	July 2008	\$54,906	Quotations
1-Municipal Services	Parks, Conservation and Lands	Techni.Clean Aust	Removal of graffiti from selected ACT Government assets	May 2007	\$450,390	Select Tender
1-Municipal Services	Parks, Conservation and Lands	The Playground People	Supply, install and repair playground equipment	March 2008	\$55,002	Select Tender
1-Municipal Services	Parks, Conservation and Lands	Trakton Engineering Pty Ltd	Site preparation for tree planting, hire of an excavator including cartage, and spot cultivation	December 2008	\$83,559	Standing Offer arrangements
1-Municipal Services	Parks, Conservation and Lands	Tree Logic Pty Ltd	Tree inventory - data collection, development methodology and ancillary costs	July 2008	\$46,490	Quotations
1-Municipal Services	Parks, Conservation and Lands	United Aero Helicopters	Provision of helicopter services	May 2008	\$80,731	Select Tender
1-Municipal Services	Parks, Conservation and Lands	University Of Canberra	Water quality monitoring and research , native grassland and fauna conservation scholarships	July 2006	\$85,860	Open Tender

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1-Municipal Services	Parks, Conservation and Lands	University of NSW	Research at the Lower Cotter Catchment	February 2007	\$30,000	Single Select
1-Municipal Services	Parks, Conservation and Lands	Urban Contractors Pty Ltd	Pruning vegetation around powerlines - South Canberra	July 2008	\$61,306	Quotations
1-Municipal Services	Parks, Conservation and Lands	URS Aust Pty Ltd	Erosion potential mapping and Stromlo Fire Audit and Monitoring	July 2008	\$52,727	Quotations
1-Municipal Services	Parks, Conservation and Lands	Utility Asset Management	Tree services - pruning vegetation	May 2006	\$42,000	Open Tender
1-Municipal Services	Parks, Conservation and Lands	Vedior Asia Pacific Pty Ltd	Contract labour hire	July 2008	\$152,198	Quotations
1-Municipal Services	Parks, Conservation and Lands	Woodpecker Tree Services	Removal of dead and drought affected trees	March 2007	\$341,341	Standing Offer arrangements
1-Municipal Services	Parks, Conservation and Lands	XCS Consulting Pty Ltd	European wasp awareness program and insect identification service	July 2006	\$51,963	Open Tender
1-Municipal Services	Road User Services	Adecco Industrial Pty Ltd	Contract Labour Hire	July 2008	\$26,845	Single Select
1-Municipal Services	Road User Services	Adecco Industrial Pty Ltd	Contract Labour Hire	July 2008	\$31,819	Single Select
1-Municipal Services	Road User Services	Adecco Industrial Pty Ltd	Contract Labour Hire	July 2008	\$47,203	Single Select
1-Municipal Services	Road User Services	Aspect Traffic	Supply and installation of Speed Detection Devices in the ACT	June 2006	\$203,714	Open Tender
1-Municipal Services	Road User Services	Centrelink	rego.ACT software development	July 2008	\$45,582	Single Select

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1-Municipal Services	Road User Services	Chubb Security Services Ltd	Cash Collections	July 2008	\$21,830	Single Select
1-Municipal Services	Road User Services	Effective People Pty Ltd	Contract labour hire	July 2008	\$536,107	Single Select
1-Municipal Services	Road User Services	Regent Personnel Pty Ltd	Contract Labour Hire	December 2008	\$24,890	Single Select
1-Municipal Services	Road User Services	Regent Personnel Pty Ltd	Contract Labour Hire	January 2009	\$27,281	Single Select
1-Municipal Services	Road User Services	Regent Personnel Pty Ltd	Contract Labour Hire	October 2008	\$35,264	Single Select
1-Municipal Services	Road User Services	Velvet Ruby Pty Ltd	Traffic Cameras software development and maintenance	August 2003	\$48,728	Single Select
1-Municipal Services	Roads ACT	Acclaim Contractors	Various Bridge Repairs	July 2008	\$33,824	Quotations
1-Municipal Services	Roads ACT	Acclaim Contractors	Action tunnel ceiling repairs and Chisholm pedestrian bridge repairs	August 2008	\$51,000	Select Tender
1-Municipal Services	Roads ACT	Acclaim Contractors	Repair of various stormwater and footpath assets	July 2008	\$122,894	Quotations
1-Municipal Services	Roads ACT	ACTEW AGL Distribution	Surveillance of ACT Government Dams	December 2000	\$128,014	Single Select
1-Municipal Services	Roads ACT	ACTEW AGL Distribution	Stormwater Maintenance	July 2008	\$2,147,850	Single Select
1-Municipal Services	Roads ACT	ACTEW AGL Distribution	Street Light Maintenance	January 2001	\$4,626,614	Single Select
1-Municipal Services	Roads ACT	Adecco Industrial Pty Ltd	Contract Labour Hire	July 2008	\$25,522	Single Select
1-Municipal Services	Roads ACT	ARRB Group Ltd	Local road deterioration model study	February 2008	\$14,700	Quotations

Output Class	Business Unit	Contractor/Consultant	Description/Reason Contract Let	Approval Date (date contract let)	Actual Expenditure (GST Exc)	Procurement Type
1-Municipal Services	Roads ACT	ARRB Group Ltd	Road Safety Studies	May 2008	\$85,500	Select Tender
1-Municipal Services	Roads ACT	ARRB Group Ltd	Road Conditions Data Collection	February 2006	\$132,719	Open Tender
1-Municipal Services	Roads ACT	Asphalt Laying Services Pty Ltd	Minor Asphalt Paving Works	July 2008	\$26,900	Quotations
1-Municipal Services	Roads ACT	Aust Grinding Company Pty Ltd	Footpath Grinding to Reduce Hazard	August 2006	\$357,205	Open Tender
1-Municipal Services	Roads ACT	Boss Haulage	Hire of Plant and Operators for Various Projects	July 2008	\$399,932	Quotations
1-Municipal Services	Roads ACT	Brown Consulting (ACT) Pty Ltd	Design Rehabilitation Works for Fairburn Avenue	September 2007	\$42,250	Open Tender
1-Municipal Services	Roads ACT	Brown Consulting (ACT) Pty Ltd	Superintendence Services for Resurfacing Works	February 2007	\$125,914	Open Tender
1-Municipal Services	Roads ACT	Brown Consulting (ACT) Pty Ltd	Pavement Assessments for Resurfacing Works	June 2008	\$175,000	Open Tender
1-Municipal Services	Roads ACT	Capital Landscape Contractors Pty Ltd	Minor Stormwater, Drain and Dam Maintenance Works	July 2008	\$29,151	Quotations
1-Municipal Services	Roads ACT	CB Excavations P/L	Footpath Repairs and Associated Works to Maintain Assets	August 2006	\$404,658	Standing offer arrangements
1-Municipal Services	Roads ACT	Civil Werxs Pty Ltd	Various Stormwater and Drain Maintenance Works and Road Shoulder Repairs	July 2008	\$139,430	Quotations
1-Municipal Services	Roads ACT	Civilscope Consult Pty Ltd	Engineering Advice	July 2008	\$39,760	Select Tender
1-Municipal Services	Roads ACT	CL&S Pty Ltd	Minor Pavement Marking and Sign Installation Works	July 2008	\$174,119	Quotations
1-Municipal Services	Roads ACT	Content Group Pty Ltd	Advice on Road Safety Campaign	January 2009	\$21,081	Single Select

Output Class	Business Unit	Contractor/Consultant	Description/Reason Contract Let	Approval Date (date contract let)	Actual Expenditure (GST Exc)	Procurement Type
1-Municipal Services	Roads ACT	Contour Constructions Civil and Landscape	Footpath Repairs and Associated Works	April 2009	\$23,245	Quotations
1-Municipal Services	Roads ACT	Contour Constructions Civil and Landscape	Minor New Works on Sulwood Drive	July 2008	\$79,418	Quotations
1-Municipal Services	Roads ACT	Croker Glass Service	Repairs to Bus Shelters and Interchanges	July 2008	\$35,236	Quotations
1-Municipal Services	Roads ACT	Dale and Hitchcock Civil Engineering and Landscaping	Minor bridge repair works	July 2008	\$25,982	Select Tender
1-Municipal Services	Roads ACT	Dale and Hitchcock Civil Engineering and Landscaping	Various Minor New Works	July 2008	\$29,752	Quotations
1-Municipal Services	Roads ACT	Dale and Hitchcock Civil Engineering and Landscaping	Minor New Works in Symonston	July 2008	\$90,770	Quotations
1-Municipal Services	Roads ACT	Dale and Hitchcock Civil Engineering and Landscaping	Repairs and Maintenance of Roads and Bridges	February 2008	\$438,885	Open Tender
1-Municipal Services	Roads ACT	Dale and Hitchcock Civil Engineering and Landscaping	Various Minor Earthmoving and Grading Works	July 2008	\$195,602	Quotations
1-Municipal Services	Roads ACT	Dale and Hitchcock Civil Engineering and Landscaping	Various Concrete Maintenance Works	July 2008	\$229,348	Quotations
1-Municipal Services	Roads ACT	Dale and Hitchcock Civil Engineering and Landscaping	Various Minor Stormwater and Drain Maintenance Works	July 2008	\$636,991	Quotations
1-Municipal Services	Roads ACT	Datacol Research Pty Ltd	Traffic Data Collection	May 2003	\$20,120	Single Select
1-Municipal Services	Roads ACT	Deeble, B and C Pty Ltd	Earthmoving Works, Road Grading and Shoulder Repairs	April 2008	\$260,610	Open Tender
1-Municipal Services	Roads ACT	Deeble, B and C Pty Ltd	Gravel Resheet of Rural Roads	April 2008	\$349,422	Open Tender

Output Class	Business Unit	Contractor/Consultant	Description/Reason Contract Let	Approval Date (date contract let)	Actual Expenditure (GST Exc)	Procurement Type
1-Municipal Services	Roads ACT	Douglas Partners Pty Ltd	Road Batter Stabilisation Consultancy	December 2007	\$77,500	Open Tender
1-Municipal Services	Roads ACT	Downer Edi Works Pty Ltd	Microsurfacing of Community Paths	August 2008	\$234,447	Open Tender
1-Municipal Services	Roads ACT	Downer Edi Works Pty Ltd	Bitumen Reseal Contract	September 2008	\$6,414,982	Open Tender
1-Municipal Services	Roads ACT	Ecowise Australia Pty Ltd	ACTON Tunnel Repairs	July 2008	\$10,550	Quotations
1-Municipal Services	Roads ACT	Ecowise Australia Pty Ltd	Water quality testing of dams, and electrical repairs to bridges, bus shelters and bus interchanges	July 2008	\$23,844	Quotations
1-Municipal Services	Roads ACT	Ecowise Australia Pty Ltd	Loop Cutting and Relocation of Street Lights	July 2008	\$48,064	Quotations
1-Municipal Services	Roads ACT	Ecowise Australia Pty Ltd	Traffic Signal Maintenance	May 2008	\$806,966	Open Tender
1-Municipal Services	Roads ACT	Ecowise Australia Pty Ltd	Operation and Maintenance of Hydroinjective System	July 2000	\$254,434	Single Select
1-Municipal Services	Roads ACT	Face2face Recruitment Pty Ltd	Contract Labour Hire	July 2008	\$23,994	Single Select
1-Municipal Services	Roads ACT	Flexible Drain Clear Service	Various Minor Stormwater and Drain Maintenance Works	July 2008	\$623,549	Quotations
1-Municipal Services	Roads ACT	GD Samaritan Service	Bus shelter, bridge, underpass repairs	July 2008	\$46,550	Quotations
1-Municipal Services	Roads ACT	Geoff Hewatt Grader Hire	Maintenance of Plant and Equipment	July 2008	\$103,034	Quotations
1-Municipal Services	Roads ACT	GHD Pty Ltd	Superintendence of Bus Shelter Contract	July 2008	\$130,224	Single Select

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1-Municipal Services	Roads ACT	GHD Pty Ltd	Linemarking consultancy and engineering advice on truck turning points	July 2008	\$36,565	Quotations
1-Municipal Services	Roads ACT	GK Ellery and Associates Pty Ltd	Stormwater and footpath investigations, and superintendence services for bridge handrail painting	July 2008	\$116,496	Quotations
1-Municipal Services	Roads ACT	Go Traffic	Traffic Management Services	July 2007 and Feb 09	\$141,802	Open Tender and Quotations
1-Municipal Services	Roads ACT	Hawkins Civil Engineering Pty Ltd	Bridge and Culvert Works	January 2009	\$232,890	Open Tender
1-Municipal Services	Roads ACT	Henness Concrete Contractors	Bridge Repairs	August 2008	\$15,240	Quotations
1-Municipal Services	Roads ACT	Henness Concrete Contractors	Various Minor New Works	July 2008	\$310,191	Quotations
1-Municipal Services	Roads ACT	Henness Concrete Contractors	Footpath Repairs and Associated Works to Maintain Assets	July 2006	\$219,310	Standing offer arrangements
1-Municipal Services	Roads ACT	HMS Civils Pty Ltd	Bridge Expansion Joint Repair Program	July 2008	\$382,855	Open Tender
1-Municipal Services	Roads ACT	ITEC	Contract Labour Hire	September 2007	\$30,470	Single Select
1-Municipal Services	Roads ACT	Lines Signs and Pavements Pty Ltd	Supply and install signs and various minor new works	July 2008	\$98,519	Quotations
1-Municipal Services	Roads ACT	Lyons Consulting Engineers	Stormwater investigation, guide sign and Tuggeranong weir platform designs	July 2008	\$30,358	Quotations
1-Municipal Services	Roads ACT	Lyons Consulting Engineers	Bridge Expansion Joint Consultancy	March 2008	\$57,570	Open Tender

Output Class	Business Unit	Contractor/Consultant	Description/Reason Contract Let	Approval Date (date contract let)	Actual Expenditure (GST Exc)	Procurement Type
1-Municipal Services	Roads ACT	Mainmark-Uretek	Repairs to Concrete Road	December 2008	\$17,260	Quotations
1-Municipal Services	Roads ACT	Maunsell Australia Pty Ltd	Stormwater Investigation and Handrail Painting Superintendence	July 2008	\$10,743	Quotations
1-Municipal Services	Roads ACT	Maunsell Australia Pty Ltd	Flood Investigation	July 2008	\$33,652	Open Tender
1-Municipal Services	Roads ACT	Michael Deane Fencing Pty Ltd	Guardrail and Fencing Projects	July 2008	\$109,830	Quotations
1-Municipal Services	Roads ACT	Michael Lonergan	Various Fencing Works	July 2008	\$58,965	Quotations
1-Municipal Services	Roads ACT	Norman James Young	Reseal Inspections and Design	July 2008	\$11,305	Quotations
1-Municipal Services	Roads ACT	Norman James Young	Bitumen Reseal Design Consultancy	May 2008	\$17,421	Quotations
1-Municipal Services	Roads ACT	Northrop Consulting Engineers	Bridge and Culvert Works	August 2008	\$41,488	Open Tender
1-Municipal Services	Roads ACT	Northrop Consulting Engineers	Bridge Inspection Program	November 2007	\$86,200	Open Tender
1-Municipal Services	Roads ACT	Northrop Consulting Engineers	Street Light Superintendence	June 2008	\$440,109	Open Tender
1-Municipal Services	Roads ACT	Opus International Consultants NSW Pty Ltd	Preparation of Asset Management Plan	February 2009	\$196,818	Open Tender
1-Municipal Services	Roads ACT	Patches Asphalt	Minor Stormwater Maintenance Projects	July 2008	\$17,826	Quotations
1-Municipal Services	Roads ACT	Patches Asphalt	Belconnen Way Asphalt Overlay	December 2008	\$156,541	Open Tender
1-Municipal Services	Roads ACT	Patches Asphalt	Various Pavement Repairs	July 2008	\$259,508	Quotations
1-Municipal Services	Roads ACT	Patrick G Kearins	Various path repairs	July 2008	\$20,310	Quotations

Output Class	Business Unit	Contractor/Consultant	Description/Reason Contract Let	Approval Date (date contract let)	Actual Expenditure (GST Exc)	Procurement Type
1-Municipal Services	Roads ACT	Patrick G Kearins	Bus shelter, seat, bridge, and underpass repairs	July 2008	\$20,410	Quotations
1-Municipal Services	Roads ACT	Paul Abbey Constructions Pty Ltd	Various Minor Stormwater Maintenance Works and Kerb Repair for Streetlight Maintenance	July 2008	\$27,255	Quotations
1-Municipal Services	Roads ACT	Paul Abbey Constructions Pty Ltd	Various Bridge Works	July 2008	\$87,358	Quotations
1-Municipal Services	Roads ACT	Paul Abbey Constructions Pty Ltd	Footpath Repairs and Associated Work	August 2006	\$94,983	Open Tender
1-Municipal Services	Roads ACT	Programmed Maintenance Services Pty Ltd	Repainting Bridge Handrails	January 2009	\$187,022	Open Tender
1-Municipal Services	Roads ACT	Randstad Pty Ltd	Contract Labour Hire	July 2008	\$91,801	Quotations
1-Municipal Services	Roads ACT	RD Gossip Pty Ltd	Guide Sign and Temporary Traffic Management Designs	July 2008	\$24,592	Quotations
1-Municipal Services	Roads ACT	RD Gossip Pty Ltd	Engineering Advice	July 2008	\$39,645	Select Tender
1-Municipal Services	Roads ACT	RD Gossip Pty Ltd	Roadmarking and On-road Bicycle Lanes Resurfacing Program	July 2008	\$98,957	Open Tender
1-Municipal Services	Roads ACT	RD Gossip Pty Ltd	Minor New Works Investigations	December 2006	\$227,685	Select Tender
1-Municipal Services	Roads ACT	Roads and Traffic Authority NSW	Road Conditions Data Collection	October 2006	\$30,934	Single Select
1-Municipal Services	Roads ACT	Rural Services	Rubbish removal	July 2008	\$10,863	Quotations

Output Class	Business Unit	Contractor/Consultant	Description/Reason Contract Let	Approval Date (date contract let)	Actual Expenditure (GST Exc)	Procurement Type
1-Municipal Services	Roads ACT	Rural Services	Various Minor Stormwater and Drain Maintenance Projects	July 2008	\$280,635	Quotations
1-Municipal Services	Roads ACT	Select Industrial	Contract Labour Hire	July 2008	\$50,252	Single Select
1-Municipal Services	Roads ACT	Simeonov Civil Engineering ACT Pty Ltd	Guide Sign Maintenance	February 2009	\$221,212	Open Tender
1-Municipal Services	Roads ACT	Simeonov Civil Engineering ACT Pty Ltd	Pavement Marking Maintenance	September 2008	\$308,325	Open Tender
1-Municipal Services	Roads ACT	SMEC Australia Pty Ltd	Preparation of Environment Management Plan for Pialligo Brook	August 2008	\$12,950	Quotations
1-Municipal Services	Roads ACT	SMEC Australia Pty Ltd	Bridge Loading Assessments for Dimensions and Mass permits	June 2008	\$31,700	Single Select
1-Municipal Services	Roads ACT	SMEC Australia Pty Ltd	Stormwater improvement work Federal Highway/Majura Road	August 2008	\$44,022	Quotations
1-Municipal Services	Roads ACT	TMC Contractors Pty Ltd	Footpath Repairs and Associated Work to Maintain Assets	August 2006	\$254,030	Standing offer arrangements and Quotations
1-Municipal Services	Roads ACT	VIC Roads	Pavement surface condition assessment and software changes to SCRIM condition data system	September 2006	\$91,981	Open Tender and Quotations
1-Municipal Services	Roads ACT	Wizard (Personnel and Office Services P/L)	Contract Labour Hire	July 2008	\$42,976	Single Select

Output Class	Business Unit	Contractor/Consultant	Description/Reason Contract Let	Approval Date (date contract let)	Actual Expenditure (GST Exc)	Procurement Type
1-Municipal Services	Sport and Recreation	ACT Procurement Solutions	Payment for the relocation of the ACT Academy of Sport and a swimming pool feasibility study	July 2008	\$375,639	Single Select
1-Municipal Services	Sport and Recreation	ACT Rowing Association	Payment for ACT Academy of Sport head coach	July 2008	\$92,505	Single Select
1-Municipal Services	Sport and Recreation	ACTEW AGL Retail	Water supply to sportsgrounds	N/A	\$4,640,858	Standing Offer arrangements
1-Municipal Services	Sport and Recreation	ACTEWAGL Water and Sewerage	Water and sewerage connections to sportsgrounds facilities	N/A	\$115,939	Standing Offer arrangements
1-Municipal Services	Sport and Recreation	Adecco Industrial Pty Ltd	Hire of labour for sportsgrounds maintenance	July 2007	\$50,934	Single Select
1-Municipal Services	Sport and Recreation	Allsport Synthetic Surfaces	Supply and installation of synthetic grass for sportsgrounds	July 2008	\$21,775	Single Select
1-Municipal Services	Sport and Recreation	Australian Cycling Federation Inc	ACT Academy of Sport Head Coach and program expenses	July 2008	\$77,680	Single Select
1-Municipal Services	Sport and Recreation	Australian Sports Commission	ACT Academy of Sport - Sports Science testing and venue hire	July 2008	\$22,886	Single Select
1-Municipal Services	Sport and Recreation	Beemak Enterprises	Hire of machinery and labour for ground renovation	July 2008	\$102,350	Quotations
1-Municipal Services	Sport and Recreation	Belgrave Leisure Pty Ltd	Market pricing adjustment	July 2008	\$889,325	Single Select
1-Municipal Services	Sport and Recreation	Bronze Empire Property Services	Cleaning of pavilions at sportsgrounds	July 2005	\$84,856	Open Tender

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1-Municipal Services	Sport and Recreation	Canberra Verti-Drain	Hire of machinery and labour for ground renovation works	July 2008	\$38,598	Quotations
1-Municipal Services	Sport and Recreation	Capital City Heavy Haulage Pty Ltd	Moving of goal posts and other items on sportsgrounds	July 2008	\$21,790	Quotations
1-Municipal Services	Sport and Recreation	Class Concreting	Concreting services	July 2008	\$27,845	Quotations
1-Municipal Services	Sport and Recreation	Cleanaway	Waste removal	November 2006	\$82,646	Open Tender
1-Municipal Services	Sport and Recreation	Complete Turf Renovation Services Pty Ltd	Aeration, line marking and turf renovation on sportsgrounds	July 2008	\$46,030	Quotations
1-Municipal Services	Sport and Recreation	Dale and Hitchcock Civil Engineering and Landscaping	Road works - repairs and resurfacing	July 2008	\$25,419	Standing Offer arrangements
1-Municipal Services	Sport and Recreation	Deves Field Pty Ltd	Supply and repair of Control irrigation system	July 2008	\$99,835	Quotations
1-Municipal Services	Sport and Recreation	Dickson Aquatic Centre	Subsidy payment	November 2007	\$312,789	Open Tender
1-Municipal Services	Sport and Recreation	Dysetee Pty Ltd	Subsidy payment	November 2007	\$90,000	Open Tender
1-Municipal Services	Sport and Recreation	Ecwise Australia Pty Ltd	Repair of floodlights on sportsgrounds	July 2008	\$164,980	Standing Offer arrangements
1-Municipal Services	Sport and Recreation	Fertspread	Supply of fertiliser, machinery and labour	July 2008	\$56,028	Quotations
1-Municipal Services	Sport and Recreation	Hendrika Oldenhove	Preparation of Disability Education Framework	July 2008	\$29,800	Quotations
1-Municipal Services	Sport and Recreation	Hirotec Maintenance Pty Ltd	Maintenance on swimming pools and leisure facilities	July 2008	\$176,474	Open Tender

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1-Municipal Services	Sport and Recreation	Hockey Australia Inc	ACT Academy of Sport hockey program expenses	July 2008	\$20,783	Single Select
1-Municipal Services	Sport and Recreation	Jenda Investments Trust	Provision of medical services to the ACT Academy of Sport	July 2008	\$33,349	Quotations
1-Municipal Services	Sport and Recreation	Laz Mobile Welding Services	Provision of small welding jobs for Sportsgrounds	July 2008	\$84,542	Quotations
1-Municipal Services	Sport and Recreation	Mag Welding Services Pty Ltd	Provision of larger welding jobs for Sportsgrounds	July 2008	\$42,967	Quotations
1-Municipal Services	Sport and Recreation	Manuka Swimming Pool	Subsidy payment	November 2007	\$65,000	Open Tender
1-Municipal Services	Sport and Recreation	Mastro 5 Design Pty Ltd	Repairs and maintenance to facilities	July 2008	\$97,146	Quotations
1-Municipal Services	Sport and Recreation	McLaughlin Sports Consultancy	Business review of the ACT Academy of Sport	June 2009	\$34,091	Select Tender
1-Municipal Services	Sport and Recreation	Milan Milovanovic	Head coach of men's football team at ACT Academy of Sport	July 2008	\$68,242	Single Select
1-Municipal Services	Sport and Recreation	Nuturf Pty Ltd	Purchase of fertiliser, chemicals and soil testing	July 2008	\$55,770	Quotations
1-Municipal Services	Sport and Recreation	Parsons Brinckerhoff Australia Pty Ltd	Preparation of Water Management Strategy	May 2008	\$105,022	Open Tender
1-Municipal Services	Sport and Recreation	Redbox Design Group	Preparation of design standards review	July 2008	\$23,760	Single Select
1-Municipal Services	Sport and Recreation	Robert Hooker	Head coach services for the ACT Women's football team	July 2008	\$72,369	Single Select

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1-Municipal Services	Sport and Recreation	Ross Haywood Sports	Supply of sporting equipment for the Physical Activity Foundation	July 2008	\$29,043	Single Select
1-Municipal Services	Sport and Recreation	Royal Life Saving Society Australia Act	Preparation and delivery of Safe Waters Strategy	May 2007	\$41,931	Single Select
1-Municipal Services	Sport and Recreation	Sapphire Coast Tree Service and Tower Hire	Supply of machinery and labour	July 2008	\$22,110	Quotations
1-Municipal Services	Sport and Recreation	Screenmakers Pty Ltd	Provision of signage for sportsgrounds and the Kids at Play program	July 2008	\$30,000	Quotations
1-Municipal Services	Sport and Recreation	Southern Plumbing Supplies Pty Ltd	Purchase of items for repairs and maintenance to irrigation systems	July 2008	\$120,306	Quotations
1-Municipal Services	Sport and Recreation	Sports Turf NZ Trading As Sports Turf	Irrigation audits and preparation of reports	December 2008	\$45,000	Select Tender
1-Municipal Services	Sport and Recreation	Sportstec Ltd	Upgrade of the sports science data program	July 2008	\$20,150	Quotations
1-Municipal Services	Sport and Recreation	The Quest Group	Engagement of a ACT Academy of Sport trainee	July 2008	\$28,927	Quotations
1-Municipal Services	Sport and Recreation	Turf Management Aust Pty Ltd	Provision of a line marking service and paint	July 2008	\$69,840	Quotations
1-Municipal Services	Sport and Recreation	Turf the Lot ACT	Supply of turf	July 2008	\$107,166	Standing Offer arrangements
1-Municipal Services	Sport and Recreation	YMCA of Canberra	Physical activity program delivery	July 2008	\$53,380	Standing Offer arrangements
1-Municipal Services	Strategic Finance	Cordelta Pty Ltd	Contract labour hire	November 2006	\$68,547	Select Tender
1-Municipal Services	Strategic Finance	Ernst and Young	Strategic Budget Review	August 2008	\$401,200	Select Tender
1-Municipal Services	Strategic Finance	Excelerated Consulting	Development of Financial Reporting Systems	August 2008	\$42,589	Single Select

Output Class	Business Unit	Contractor/Consultant	Description/Reason Contract Let	Approval Date (date contract let)	Actual Expenditure (GST Exc)	Procurement Type
1-Municipal Services	Strategic Finance	Excelerated Consulting	Financial Systems training, licensing and support	June 2008	\$49,547	Single Select
1-Municipal Services	Strategic Finance	Excelerated Consulting	Development of Budgeting Tools	November 2008	\$57,545	Single Select
1-Municipal Services	Strategic Finance	Jaikrish Pty Ltd	Contract labour hire	June 2008	\$156,380	Select Tender
1-Municipal Services	Strategic Human Resources	Indigenous Success Australia Pty Ltd	Indigenous employment strategy	April 2008	\$22,400	Single Select
1-Municipal Services	Strategic Human Resources	McMillan Staff Development Pty Ltd	Induction training	June 2009	\$57,600	Select Tender
1-Municipal Services	Strategic Human Resources	Occupational Health and Safety Services Pty Ltd	Database development	December 2008	\$25,400	Standing offer arrangements
1-Municipal Services	Strategic Human Resources	SHL Australia Pty Ltd	Organisational scan	April 2008	\$32,980	Single Select
1-Municipal Services	Strategic Human Resources	Yellow Edge Pty Ltd	Frontline managers training	April 2009	\$38,982	Standing offer arrangements
1-Municipal Services	Sustainability Programs and Projects	Effective People Pty Ltd	Contract labour hire	July 2008	\$41,392	Quotations
1-Municipal Services	Sustainability Programs and Projects	Emma Humphreys	Contract labour hire	July 2008	\$24,711	Select Tender
1-Municipal Services	Sustainability Programs and Projects	Energy Strategies	ACT Energy wise heat services	July 2008	\$155,119	Open Tender
1-Municipal Services	Sustainability Programs and Projects	Goodfellow and Associates	Water audit services	July 2008	\$36,109	Select Tender

Output Class	Business Unit	Contractor/Consultant	Description/Reason Contract Let	Approval Date (date contract let)	Actual Expenditure (GST Exc)	Procurement Type
1-Municipal Services	Sustainability Programs and Projects	Hays Specialist Recruitment (Australia) Pty Ltd	Contract labour hire	July 2008	\$10,660	Quotations
1-Municipal Services	Sustainability Programs and Projects	Hays Specialist Recruitment (Australia) Pty Ltd	Contract labour hire	October 2008	\$22,283	Quotations
1-Municipal Services	Sustainability Programs and Projects	HMA Blaze Pty Ltd	Advertising	July 2008	\$17,944	Standing offer arrangements
1-Municipal Services	Sustainability Programs and Projects	HMA Blaze Pty Ltd	Contract labour hire	September 2008	\$33,032	Standing offer arrangements
1-Municipal Services	Sustainability Programs and Projects	Independent Competition and Regulatory Commission	Management of the ACT component of the NSW Government GGAS scheme	January 2005	\$24,500	Standing offer arrangements
1-Municipal Services	Sustainability Programs and Projects	MacDonald Consulting	Contract labour hire	July 2008	\$20,943	Select Tender
1-Municipal Service	Sustainability Programs and Projects	Master Plumbers Association of the ACT	Toiletsmart service agreement	July 2008	\$235,723	Select Tender
1-Municipal Services	Sustainability Programs and Projects	Rodney's Nursery	Garden smart services	July 2008	\$55,355	Select Tender
1-Municipal Services	Sustainability Programs and Projects	Salient Solutions Australia Pty Ltd	Specialist groundwater advice	December 2007	\$36,122	Single Select
1-Municipal Services	Sustainability Programs and Projects	State Super Financial Services Limited	Contract labour hire fees made payable to State Super Financial Services	July 2008	\$20,943	Quotations
1-Municipal Services	Sustainability Programs and Projects	URS Aust Pty Ltd	Irrigation service contract	July 2008	\$28,795	Select Tender

Output Class	Business Unit	Contractor/Consultant	Description/Reason Contract Let	Approval Date (date contract let)	Actual Expenditure (GST Exc)	Procurement Type
1-Municipal Services	Sustainability, Energy, and Water Policy	Ecowise Australia Pty Ltd	To enable Ecowise to provide water data more efficiently.	June 2008	\$84,000	Single Select
1-Municipal Services	Sustainability, Energy, and Water Policy	Hays Specialist Recruitment (Australia) Pty Ltd	Contract labour hire	May 2008	\$55,547	Quotations
1-Municipal Services	Territory Venue and Events	ACT Cricket Association	Ground maintenance - Manuka Oval	January 2008	\$227,461	Open Tender
1-Municipal Services	Territory Venue and Events	Acton Building	Minor works, new and additional	Various	\$269,631	Quotations
1-Municipal Services	Territory Venue and Events	Affinity Electrical Technologies	Electrical services - Stromlo Forest Park	June 2008	\$43,829	Quotations
1-Municipal Services	Territory Venue and Events	All Leisure Hospitality	Catering services	January 2005	\$522,275	Open Tender
1-Municipal Services	Territory Venue and Events	Australian Federal Police	Police services on game days	Various	\$21,189	Quotations
1-Municipal Services	Territory Venue and Events	Beemak Enterprises	Landscaping works - Stromlo Forest Park	May 2009	\$70,587	Open Tender
1-Municipal Services	Territory Venue and Events	Bordeaux Construction	West Lounge works	September 2008	\$129,432	Quotations
1-Municipal Services	Territory Venue and Events	Broadlex Services	Cleaning services	February 2006	\$367,622	Open Tender
1-Municipal Services	Territory Venue and Events	C and S Painting Services	Painting of West Lounge	September 2008	\$20,296	Quotations
1-Municipal Services	Territory Venue and Events	Canberra Outdoor Cooling	Ozmist installation	July 2008	\$22,427	Quotations
1-Municipal Services	Territory Venue and Events	Cappello Plumbing	Plumbing services - Tidbinbilla Nature Discovery Centre	Various	\$23,245	Quotations
1-Municipal Services	Territory Venue and Events	Cardno Young	Fire hydrant works	July 2008	\$46,420	Single Select

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1-Municipal Services	Territory Venue and Events	Compu-TERRA	IT maintenance and support	January 2005	\$27,354	Quotations
1-Municipal Services	Territory Venue and Events	Concepts Interior Design	West Lounge upgrade - design	July 2008	\$50,000	Quotations
1-Municipal Services	Territory Venue and Events	Content Group	Communication services	Various	\$33,545	Quotations
1-Municipal Services	Territory Venue and Events	Dale and Hitchcock Civil Engineering and Landscaping	Road preparation works at Stromlo Forest Park	Various	\$250,917	Quotations
1-Municipal Services	Territory Venue and Events	Economic Futures Australia	Consulting services - EOI and Tenders	Various	\$46,000	Quotations
1-Municipal Services	Territory Venue and Events	Flexalite Pty Ltd	Ceelite panels	September 2008	\$38,888	Single Select
1-Municipal Services	Territory Venue and Events	Hirotec Maintenance Pty Ltd	Repairs and maintenance	December 2005	\$447,684	Open Tender
1-Municipal Services	Territory Venue and Events	Indigo Systems	Public Address System - Consultant Costs	May 2008	\$29,716	Single Select
1-Municipal Services	Territory Venue and Events	Just Mats	Supply of Ecoglow at Canberra Stadium and Stromlo Forest Park	January 2009	\$127,613	Quotations
1-Municipal Services	Territory Venue and Events	Kone	Lift maintenance	October 2008	\$33,576	Quotations
1-Municipal Services	Territory Venue and Events	Kydan	Provision of screen operations	Various	\$63,995	Quotations
1-Municipal Services	Territory Venue and Events	Makin Trax Australia Pty Ltd	Track design and maintenance - Stromlo Forest Park	Various	\$120,772	Quotations
1-Municipal Services	Territory Venue and Events	National Fire Solutions	Fire safety upgrade	August 2009	\$168,481	Open Tender
1-Municipal Services	Territory Venue and Events	Patches Asphalt	Asphalt laying at Stromlo Forest Park	Various	\$26,690	Quotations
1-Municipal Services	Territory Venue and Events	Pathway Communications	Communication and Television Cabling	Various	\$42,412	Quotations

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1-Municipal Services	Territory Venue and Events	Paul Abbey Constructions Pty Ltd	Extension of Fire Hydrant Ring - Canberra Stadium	November 2008	\$108,996	Open Tender
1-Municipal Services	Territory Venue and Events	Provincial Plants and Landscapes	Native Revegetation - Tidbinbilla Nature Discovery Centre	Various	\$45,376	Quotations
1-Municipal Services	Territory Venue and Events	Run For Your Life	Stromlo Forest Park Running Festival - Event Management	September 2008	\$63,636	Open Tender
1-Municipal Services	Territory Venue and Events	Screenmakers Pty Ltd	Manuka Oval and Stromlo Forest Park Signage	Various	\$122,845	Quotations
1-Municipal Services	Territory Venue and Events	SD and JL Pty Ltd	General Repairs and Maintenance - Tidbinbilla Nature Discovery Centre	Various	\$59,188	Quotations
1-Municipal Services	Territory Venue and Events	SNP Security	Security Services	January 2008	\$422,100	Open Tender
1-Municipal Services	Territory Venue and Events	Sound Advice	Public Address System Requirements	April 2007	\$63,877	Single Select
1-Municipal Services	Territory Venue and Events	Specialised Construction of Protected Environments Pty Ltd	Construction of walking tracks at Tidbinbilla	Various	\$66,280	Quotations
1-Municipal Services	Territory Venue and Events	Sports Video Services	Game day camera operations	Various	\$23,886	Quotations
1-Municipal Services	Territory Venue and Events	Stadium Turf Management	Horticultural maintenance, Canberra Stadium and Stromlo Forest Park	November 2007	\$421,490	Open Tender
1-Municipal Services	Territory Venue and Events	Stratcorp Consulting	ACT Motorsport Strategy	November 2009	\$192,190	Open Tender
1-Municipal Services	Territory Venue and Events	SureSafe	Light Tower safety upgrade - Canberra Stadium	October 2008	\$30,240	Quotations

Output Class	Business Unit	Contractor/Consultant	Description/Reason Contract Let	Approval Date (date contract let)	Actual Expenditure (GST Exc)	Procurement Type
1-Municipal Services	Territory Venue and Events	Swell Design Group	Signage - Stromlo Forest Park	November 2008	\$41,942	Quotations
1-Municipal Services	Territory Venue and Events	T.A.C Pacific	CCTV works	January 2009	\$117,481	Open Tender
1-Municipal Services	Territory Venue and Events	The PA People	Audio system upgrade - Canberra Stadium	January 2009	\$989,189	Open Tender
1-Municipal Services	Territory Venue and Events	Traffic Technologies Pty Ltd	Traffic control on game days	Various	\$22,831	Quotations
1-Municipal Services	Territory Venue and Events	VIPeople	Customer service - game days	January 2008	\$110,440	Open Tender
1-Municipal Services	Territory Venue and Events	Webb Australia	Lighting works - Canberra Stadium	May 2009	\$35,988	Single Select
1-Municipal Services	Territory Venue and Events	Whitecliffe Imports	Vinyl and carpet - West Lounge upgrade	September 2008	\$83,647	Single Select
1-Municipal Services	Territory Venue and Events	Zoo Communications Pty Ltd	Signage for Canberra Stadium	September 2008	\$36,711	Quotations
1-Municipal Services	Transport Regulation and Planning	Adept Business Control Pty Ltd	Contract Labour Hire	July 2008	\$87,179	Single Select
1-Municipal Services	Transport Regulation and Planning	Canberra Taxi Industry Association Ltd	Nightlink Marshals	February 2008	\$32,699	Single Select
1-Municipal Services	Transport Regulation and Planning	Capital Taxi Services Pty Ltd	Nightlink taxi operator	February 2008	\$28,923	Single Select
1-Municipal Services	Transport Regulation and Planning	Centurion Corporate Protection	Security Services at Nightlink Rank	November 2008	\$51,028	Single Select
1-Municipal Services	Transport Regulation and Planning	Freebott Pty Ltd	Assistance for Road Ready Applicants with Special Needs	June 2008	\$23,460	Single Select

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1-Municipal Services	Transport Regulation and Planning	Freebott Pty Ltd	Interpreter Services to Assist Road Ready Applicants	April 2005	\$64,655	Open Tender
1-Municipal Services	Transport Regulation and Planning	GKY Internet	Hosting and Maintaining the Road Ready website	August 2007	\$21,860	Single Select
1-Municipal Services	Transport Regulation and Planning	Maunsell Australia Pty Ltd	Kiss and Ride Feasibility Study	June 2008	\$42,570	Open Tender
1-Municipal Services	Transport Regulation and Planning	Maunsell Australia Pty Ltd	Review of the Accessible Public Transport Action Plan	April 2008	\$71,068	Single Select
1-Municipal Services	Transport Regulation and Planning	Price Waterhouse Coopers	Light Rail Feasibility Study	August 2008	\$205,610	Open Tender
1-Municipal Services	Transport Regulation and Planning	Stay Upright Motorcycle Techniques	Rider Training Courses and Provisional Licence Assessments	April 2004	\$42,818	Open Tender
1-Municipal Services	Yarralumla Nursery	Easy Rain	Irrigation maintenance and repair	July 2008	\$44,506	Quotations
1-Municipal Services	Yarralumla Nursery	Henry and Linda Olsen	Potting and plant propagation	July 2008	\$39,133	Single Select
1-Municipal Services	Yarralumla Nursery	Koomarri Association	Potting and plant maintenance	July 2008	\$52,800	Single Select
1-Municipal Services	Yarralumla Nursery	Randstad Pty Ltd	Contract labour hire	July 2008	\$146,108	Quotations
2-Enterprise Services	ACTION	Carbonsystems	Climate and Energy strategies	March 2009	\$30,000	Open Tender
2-Enterprise Services	ACTION	Connell Wagner Pty Ltd	CCTV design and consulting	September 2007	\$8,000	Open Tender
2-Enterprise Services	ACTION	GHD	Evaluation of Steer Tag Buses on the ACTION Network	November 2008	\$21,982	Single Select

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2-Enterprise Services	ACTION	Indec Consulting	Benchmarking report	May 2009	\$19,250	Single Select
2-Enterprise Services	ACTION	Indec Consulting	Benchmarking report	May 2008	\$35,550	Single Select
2-Enterprise Services	ACTION	Maxnetwork Pty Ltd	Administrative function review	July 2008	\$22,100	Open Tender
2-Enterprise Services	ACTION	McCormick Rankin Cagney Pty Ltd	Examination of route network options	August 2008	\$61,302	Single Select
2-Enterprise Services	ACTION	McCormick Rankin Cagney Pty Ltd	Provision of incident management system	July 2008	\$36,166	Single Select
2-Enterprise Services	ACTION	Netbi Pty Ltd	Provision of incident management system	July 2008	\$43,000	Single Select
2-Enterprise Services	ACTION	Walter Turnbull Pty Ltd	Examination of inventory / maintenance management software	Juy 2008	\$15,750	Open Tender
2-Enterprise Services	Facilities Management	A&K Electrics	Building Repairs and Maintenance	July 2008	\$74,863	Quotations
2-Enterprise Services	Facilities Management	A to Z Canvas Fabrication	Building Repairs and Maintenance	July 2008	\$89,892	Quotations
2-Enterprise Services	Facilities Management	A.C.T. Electrics Pty Ltd	Electrical Repairs and Maintenance	July 2008	\$43,783	Quotations
2-Enterprise Services	Facilities Management	Abbey Plumbing Drainage and Gasfitting	Building Repairs and Maintenance	July 2008	\$34,650	Quotations
2-Enterprise Services	Facilities Management	Acclaim Contractors	Building Repairs and Maintenance	July 2008	\$85,418	Quotations
2-Enterprise Services	Facilities Management	ACT Electrics Pty Ltd	Electrical Repairs and Maintenance	July 2008	\$166,971	Quotations
2-Enterprise Services	Facilities Management	ACT Fencing and Metalwork	Building Repairs and Maintenance	July 2008	\$203,275	Quotations
2-Enterprise Services	Facilities Management	ADT Security-ACT	Security Services	July 2008	\$111,466	Quotations

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2-Enterprise Services	Facilities Management	Affinity Electrical Technologies	Electrical Repairs and Maintenance	July 2008	\$248,876	Quotations
2-Enterprise Services	Facilities Management	Alpine Airconditioning and Electrical Contractors Pty Ltd	Building Repairs and Maintenance	July 2008	\$192,809	Quotations
2-Enterprise Services	Facilities Management	Ambride	Building Repairs and Maintenance	July 2008	\$117,648	Quotations
2-Enterprise Services	Facilities Management	Aris Building Services Pty Ltd	Building Repairs and Maintenance	July 2008	\$1,759,901	Quotations
2-Enterprise Services	Facilities Management	Aura Sports Pty Ltd	Building Repairs and Maintenance	July 2008	\$44,825	Quotations
2-Enterprise Services	Facilities Management	Aust Pest Control Pty Ltd	Pest Control Services	July 2008	\$88,197	Quotations
2-Enterprise Services	Facilities Management	Automated Logic ACT	Building Repairs and Maintenance	July 2008	\$30,000	Quotations
2-Enterprise Services	Facilities Management	Balfron Removals	Removals	July 2008	\$295,621	Quotations
2-Enterprise Services	Facilities Management	Beaver Industries Pty Ltd	Building Repairs and Maintenance	July 2008	\$447,316	Quotations
2-Enterprise Services	Facilities Management	Benmax Pty Ltd	Building Repairs and Maintenance	July 2008	\$142,195	Quotations
2-Enterprise Services	Facilities Management	Bill Szydluk Architects	Architectural Services	July 2008	\$84,490	Single Select
2-Enterprise Services	Facilities Management	Bright Lights Electrical	Electrical Repairs and Maintenance	June 2007	\$94,053	Open Tender
2-Enterprise Services	Facilities Management	Budget Carpet Care	Building Repairs and Maintenance	July 2008	\$229,149	Quotations
2-Enterprise Services	Facilities Management	Canopy Tree Experts	Horticultural Services	July 2008	\$70,012	Quotations
2-Enterprise Services	Facilities Management	Canscape Landscaping	Horticultural Services	July 2008	\$105,358	Quotations
2-Enterprise Services	Facilities Management	Capital Boiler and Burner Services Pty Ltd	Building Repairs and Maintenance	July 2008	\$478,879	Quotations

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2-Enterprise Services	Facilities Management	Capital Territories Fencing	Building Repairs and Maintenance	July 2008	\$22,468	Quotations
2-Enterprise Services	Facilities Management	Caprice Kitchens and Joinery	Building Repairs and Maintenance	July 2008	\$26,861	Quotations
2-Enterprise Services	Facilities Management	Captive Landscapes	Horticultural Services	July 2008	\$45,768	Quotations
2-Enterprise Services	Facilities Management	Carpet One Canberra	Building Repairs and Maintenance	July 2008	\$21,136	Quotations
2-Enterprise Services	Facilities Management	Carrier Air Conditioning Pty Ltd	Building Repairs and Maintenance	July 2008	\$89,320	Quotations
2-Enterprise Services	Facilities Management	Chubb Fire Safety Ltd	Fire Protection Services	July 2008	\$40,197	Quotations
2-Enterprise Services	Facilities Management	Chubb Protective Services	Security Services	July 2008	\$63,949	Quotations
2-Enterprise Services	Facilities Management	Classic Solutions	Building Repairs and Maintenance	July 2008	\$600,712	Quotations
2-Enterprise Services	Facilities Management	Colemans Fencing (Aust) Pty Ltd	Building Repairs and Maintenance	July 2008	\$84,645	Quotations
2-Enterprise Services	Facilities Management	Complete Control Pty Ltd	Building Repairs and Maintenance	July 2008	\$26,720	Quotations
2-Enterprise Services	Facilities Management	Contour Constructions	Building Repairs and Maintenance	July 2008	\$324,400	Quotations
2-Enterprise Services	Facilities Management	Control and Electric Pty Ltd	Building Repairs and Maintenance	July 2008	\$317,614	Quotations
2-Enterprise Services	Facilities Management	Co-ordinated Construction	Building Repairs and Maintenance	July 2008	\$213,766	Quotations
2-Enterprise Services	Facilities Management	Corianton Management Services Pty Ltd	Contract Labour Hire	July 2008	\$60,295	Single Select
2-Enterprise Services	Facilities Management	Corianton Management Services Pty Ltd	Contract labour hire	July 2008	\$115,347	Single Select

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2-Enterprise Services	Facilities Management	Corporate Sign Industries	Building Repairs and Maintenance	July 2008	\$240,972	Quotations
2-Enterprise Services	Facilities Management	Country and Heritage Timber Floors	Building Repairs and Maintenance	July 2008	\$24,000	Quotations
2-Enterprise Services	Facilities Management	CRRC Pty Ltd	Building Repairs and Maintenance	July 2008	\$30,545	Quotations
2-Enterprise Services	Facilities Management	Dale and Hitchcock Civil Engineering and Landscaping	Building Repairs and Maintenance	July 2008	\$50,916	Quotations
2-Enterprise Services	Facilities Management	Dalkia Technical Services Pty Ltd	Building Repairs and Maintenance	July 2008	\$20,619	Quotations
2-Enterprise Services	Facilities Management	Dan and Dan Landscaping Pty Ltd	Building Repairs and Maintenance	July 2008	\$77,245	Quotations
2-Enterprise Services	Facilities Management	Discount Tree Services (ACT) Pty Ltd	Horticultural Services	July 2008	\$161,580	Quotations
2-Enterprise Services	Facilities Management	Donovan Trading Pty Ltd	Building Repairs and Maintenance	July 2008	\$95,469	Quotations
2-Enterprise Services	Facilities Management	Don't Panic Plumbing	Building Repairs and Maintenance	July 2008	\$81,213	Quotations
2-Enterprise Services	Facilities Management	Drain King ACT Pty Ltd	Building Repairs and Maintenance	July 2008	\$1,226,655	Quotations
2-Enterprise Services	Facilities Management	DT&F Jones Pty Ltd	Building Repairs and Maintenance	July 2008	\$44,706	Quotations
2-Enterprise Services	Facilities Management	Ecowise Australia Pty Ltd	Building Repairs and Maintenance	July 2008	\$323,277	Quotations
2-Enterprise Services	Facilities Management	Effective People Pty Ltd	Contract Labour Hire	July 2008	\$55,090	Single Select
2-Enterprise Services	Facilities Management	Eric Martin and Associates	Heritage Audits	January 2008	\$30,500	Single Select
2-Enterprise Services	Facilities Management	ERS Australia Pty Ltd	Building Repairs and Maintenance	July 2008	\$76,132	Quotations

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2-Enterprise Services	Facilities Management	Existing Buildings Group Pty Ltd	Building Repairs and Maintenance	July 2008	\$167,659	Quotations
2-Enterprise Services	Facilities Management	Fire Systems Solutions Pty Ltd	Fire Protection Services	July 2008	\$39,182	Quotations
2-Enterprise Services	Facilities Management	Flashpoint Sports Pty Ltd	Building Repairs and Maintenance	July 2008	\$21,364	Quotations
2-Enterprise Services	Facilities Management	Fm Projects Australia Pty Ltd	Building Repairs and Maintenance	July 2008	\$111,146	Quotations
2-Enterprise Services	Facilities Management	FMS ACT Pty Ltd	Building Repairs and Maintenance	July 2008	\$455,529	Quotations
2-Enterprise Services	Facilities Management	G E Shaw And Associates (ACT) Pty Ltd	Building Repairs and Maintenance	July 2008	\$20,619	Quotations
2-Enterprise Services	Facilities Management	General Lighting Services Monaro	Lighting and Electrical Repairs and Maintenance	September 2007	\$1,167,047	Open Tender
2-Enterprise Services	Facilities Management	GG Plumbing Corporation	Building Repairs and Maintenance	July 2008	\$370,062	Quotations
2-Enterprise Services	Facilities Management	GK Ellery and Associates Pty Ltd	Engineering Services	July 2008	\$111,687	Quotations
2-Enterprise Services	Facilities Management	Glendening Painting And Decorating Services Pty Ltd	Building Repairs and Maintenance	July 2008	\$171,775	Quotations
2-Enterprise Services	Facilities Management	Haden Engineering Pty Ltd	Building Repairs and Maintenance	July 2008	\$52,206	Quotations
2-Enterprise Services	Facilities Management	Hamson Constructions	Building Repairs and Maintenance	July 2008	\$128,864	Quotations
2-Enterprise Services	Facilities Management	Hastie Services Pty Ltd	Building Repairs and Maintenance	July 2008	\$120,515	Quotations
2-Enterprise Services	Facilities Management	Height Safety Protection Systems Pty Ltd	Building Repairs and Maintenance	July 2008	\$250,529	Quotations

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2-Enterprise Services	Facilities Management	Hennes Concrete Contractors	Building Repairs and Maintenance	July 2008	\$39,044	Quotations
2-Enterprise Services	Facilities Management	Hood's Carpet Court	Building Repairs and Maintenance	July 2008	\$105,016	Quotations
2-Enterprise Services	Facilities Management	Hydro Industries Pty Ltd	Chemicals and Legionella Testing	April 2007	\$52,407	Open Tender
2-Enterprise Services	Facilities Management	Irwin And Hartshorn Pty Ltd	Building Repairs and Maintenance	July 2008	\$124,970	Quotations
2-Enterprise Services	Facilities Management	J&E Carpentry	Building Repairs and Maintenance	July 2008	\$173,403	Quotations
2-Enterprise Services	Facilities Management	J&W Electrical Pty Ltd	Electrical Repairs and Maintenance	July 2008	\$130,896	Quotations
2-Enterprise Services	Facilities Management	J Sainsbury and Co ACT Pty Ltd	Building Repairs and Maintenance	July 2008	\$206,800	Quotations
2-Enterprise Services	Facilities Management	JC Brown-Blakiston and Shortell Pty Ltd	Building Repairs and Maintenance	July 2008	\$59,784	Quotations
2-Enterprise Services	Facilities Management	John Skurr Consulting Engineers Pty Ltd	Engineering Services	July 2008	\$25,320	Quotations
2-Enterprise Services	Facilities Management	Jonocon Pty Ltd	Building Repairs and Maintenance	July 2008	\$36,978	Quotations
2-Enterprise Services	Facilities Management	Kenro Building Group	Building Repairs and Maintenance	July 2008	\$21,691	Quotations
2-Enterprise Services	Facilities Management	King Air Pty Ltd	Building Repairs and Maintenance	July 2008	\$21,790	Quotations
2-Enterprise Services	Facilities Management	Larkin Industries	Building Repairs and Maintenance	July 2008	\$80,655	Quotations
2-Enterprise Services	Facilities Management	LC Hughes & Co Pty Ltd	Building Repairs and Maintenance	July 2008	\$252,784	Quotations
2-Enterprise Services	Facilities Management	Leaves Away Pty Ltd	Building Repairs and Maintenance	July 2008	\$638,315	Quotations
2-Enterprise Services	Facilities Management	Lido's Fencing	Building Repairs and Maintenance	July 2008	\$377,815	Quotations

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2-Enterprise Services	Facilities Management	Lines Signs and Pavements Pty Ltd	Building Repairs and Maintenance	July 2008	\$28,694	Quotations
2-Enterprise Services	Facilities Management	Magro Constructions Pty Ltd	Building Repairs and Maintenance	July 2008	\$440,765	Quotations
2-Enterprise Services	Facilities Management	Master Carpets ACT Pty Ltd	Building Repairs and Maintenance	July 2008	\$104,810	Quotations
2-Enterprise Services	Facilities Management	Masterbuilt Garages	Electrical Repairs and Maintenance	July 2008	\$42,955	Quotations
2-Enterprise Services	Facilities Management	Mcm Group Pty Ltd	Building Repairs and Maintenance	July 2008	\$41,950	Quotations
2-Enterprise Services	Facilities Management	Monarch Building Solutions Pty Ltd	Building Repairs and Maintenance	July 2008	\$827,706	Quotations
2-Enterprise Services	Facilities Management	Nausiti Pty Ltd	Building Repairs and Maintenance	July 2008	\$371,701	Quotations
2-Enterprise Services	Facilities Management	Nautilus Refrigeration and Air Conditioning	Building Repairs and Maintenance	July 2008	\$181,352	Quotations
2-Enterprise Services	Facilities Management	Network Electrical Solutions Pty Ltd	Electrical Repairs and Maintenance	July 2008	\$331,807	Quotations
2-Enterprise Services	Facilities Management	Northrop Consulting Engineers	Engineering Services and Superintendence Services for Gravel Resheet Works	July 2008	\$54,414	Quotations
2-Enterprise Services	Facilities Management	P and L Joinery	Building Repairs and Maintenance	July 2008	\$78,813	Quotations
2-Enterprise Services	Facilities Management	Pacific Project Partners Pty Ltd	Building Repairs and Maintenance	July 2008	\$80,400	Quotations
2-Enterprise Services	Facilities Management	Parsa Pty Ltd	Building Repairs and Maintenance	July 2008	\$295,380	Quotations
2-Enterprise Services	Facilities Management	Paul Abbey Constructions Pty Ltd	Building Repairs and Maintenance	July 2008	\$30,233	Quotations
2-Enterprise Services	Facilities Management	Paul Barnett Design Group Pty Ltd	Architectural Services	July 2008	\$101,740	Quotations

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2-Enterprise Services	Facilities Management	Pearson Sullivan Construction Pty Ltd	Building Repairs and Maintenance	July 2008	\$434,785	Quotations
2-Enterprise Services	Facilities Management	Perimetech Pty Ltd	Building Repairs and Maintenance	July 2008	\$267,695	Quotations
2-Enterprise Services	Facilities Management	Peter Allan Smith	Building Repairs and Maintenance	July 2008	\$23,823	Quotations
2-Enterprise Services	Facilities Management	Peter Ashley Electrical Services Pty Ltd	Electrical Repairs and Maintenance	July 2008	\$228,381	Quotations
2-Enterprise Services	Facilities Management	Peter Carrington and Associates	Building Repairs and Maintenance	July 2008	\$64,124	Quotations
2-Enterprise Services	Facilities Management	Peter Freeman Pty Ltd	Building Repairs and Maintenance	July 2008	\$24,854	Quotations
2-Enterprise Services	Facilities Management	Phase 4 Electrical Pty Ltd	Lighting and Electrical Repairs and Maintenance	July 2008	\$27,017	Quotations
2-Enterprise Services	Facilities Management	Picasso Construction Pty Ltd	Building Repairs and Maintenance	July 2008	\$1,009,949	Quotations
2-Enterprise Services	Facilities Management	Playrope Pty Ltd	Building Repairs and Maintenance	July 2008	\$99,700	Quotations
2-Enterprise Services	Facilities Management	PM and AL Crowe	Building Repairs and Maintenance	July 2008	\$36,187	Quotations
2-Enterprise Services	Facilities Management	Prestige Paving and Landscaping	Building Repairs and Maintenance	July 2008	\$142,937	Quotations
2-Enterprise Services	Facilities Management	Priority Roofing Services	Building Repairs and Maintenance	July 2008	\$21,680	Quotations
2-Enterprise Services	Facilities Management	Programmed Maintenance Services Pty Ltd	Building Repairs and Maintenance	July 2008	\$151,215	Quotations
2-Enterprise Services	Facilities Management	Property Works Pty Ltd	Building Repairs and Maintenance	July 2008	\$87,000	Quotations
2-Enterprise Services	Facilities Management	Pro-Tech Services Pty Ltd	Building Repairs and Maintenance	July 2008	\$107,196	Quotations

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2-Enterprise Services	Facilities Management	Q Commercial Carpets Pty Ltd	Building Repairs and Maintenance	July 2008	\$603,622	Quotations
2-Enterprise Services	Facilities Management	Quality A Must	Building Repairs and Maintenance	July 2008	\$91,462	Quotations
2-Enterprise Services	Facilities Management	Radmo Constructions Pty Ltd	Building Repairs and Maintenance	July 2008	\$639,024	Quotations
2-Enterprise Services	Facilities Management	RB and R Daintree Pty Ltd	Security Services	July 2008	\$97,803	Quotations
2-Enterprise Services	Facilities Management	Reclaim Industries Ltd	Building Repairs and Maintenance	July 2008	\$239,441	Quotations
2-Enterprise Services	Facilities Management	Resolution Planning	Building Repairs and Maintenance	July 2008	\$46,787	Quotations
2-Enterprise Services	Facilities Management	Robson Environmental Pty Ltd	Hazmat Services	July 2008	\$457,638	Quotations
2-Enterprise Services	Facilities Management	Robson Laboratories Pty Ltd	Hazmat Services	July 2008	\$27,155	Quotations
2-Enterprise Services	Facilities Management	Ruckschloss Consulting Pty Ltd	Architectural Services	July 2008	\$195,600	Quotations
2-Enterprise Services	Facilities Management	Scandia Airconditioning and Heating Pty Ltd	Building Repairs and Maintenance	July 2008	\$27,000	Quotations
2-Enterprise Services	Facilities Management	Schindler Lifts Aust Pty Ltd	Lift Repairs and Maintenance	July 2008	\$38,787	Quotations
2-Enterprise Services	Facilities Management	Sellick Consultants Pty Ltd	Building Repairs and Maintenance	July 2008	\$133,433	Quotations
2-Enterprise Services	Facilities Management	Services ACT Pty Ltd	Building Repairs and Maintenance	July 2008	\$135,877	Quotations
2-Enterprise Services	Facilities Management	Shane's Glass	Building Repairs and Maintenance	July 2008	\$288,789	Quotations
2-Enterprise Services	Facilities Management	Sita Environmental Solutions	Waste Removal	July 2008	\$113,174	Quotations

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2-Enterprise Services	Facilities Management	SMI Fitout Pty Ltd	Building Fire Services Maintenance	April 2006	\$2,255,801	Open Tender
2-Enterprise Services	Facilities Management	Southern Cross Protection Pty Ltd	Building Repairs and Maintenance	July 2008	\$71,838	Quotations
2-Enterprise Services	Facilities Management	Stellar Engineering Pty Ltd	Engineering Services	July 2008	\$59,649	Quotations
2-Enterprise Services	Facilities Management	Stephen Sih	Electrical Consultancy Services	July 2008	\$61,036	Quotations
2-Enterprise Services	Facilities Management	Steve Coombe Fire And Life Safety Pty Ltd	Fire Protection Services	July 2008	\$82,070	Quotations
2-Enterprise Services	Facilities Management	Strategic Property Services ACT Pty Ltd	Building Repairs and Maintenance	July 2008	\$688,207	Quotations
2-Enterprise Services	Facilities Management	Summers Glass	Building Repairs and Maintenance	July 2008	\$123,370	Quotations
2-Enterprise Services	Facilities Management	Sure Safe Height Safety Solutions	Building Repairs and Maintenance	July 2008	\$677,385	Quotations
2-Enterprise Services	Facilities Management	The Playground People	Building Repairs and Maintenance	July 2008	\$37,237	Quotations
2-Enterprise Services	Facilities Management	Thyssenkrupp Elevator	Lift Repairs and Maintenance	July 2007	\$374,811	Open Tender
2-Enterprise Services	Facilities Management	Tyco Australia Pty Ltd	Fire Protection Services	July 2008	\$110,063	Quotations
2-Enterprise Services	Facilities Management	Vogue Pergolas Canberra Pty Ltd	Building Repairs and Maintenance	July 2008	\$58,791	Quotations
2-Enterprise Services	Facilities Management	Wilson Security	Security Services	July 2008	\$266,630	Quotations
2-Enterprise Services	Facilities Management	Wire Wizard Electrical Pty Ltd	Electrical Repairs and Maintenance	July 2008	\$269,031	Quotations
2-Enterprise Services	Facilities Management	Wormald Fire Systems	Fire Protection Services	November 2007	\$57,710	Open Tender
2-Enterprise Services	Facilities Management	Wormald Life Safety and Rescue	Fire Protection Services	July 2008	\$79,266	Quotations

Output Class	Business Unit	Contractor/Consultant	Description/Reason Contract Let	Approval Date (date contract let)	Actual Expenditure (GST Exc)	Procurement Type
2-Enterprise Services	Property	ACT Fencing and Metalwork	Building Repairs and Maintenance	July 2008	\$25,590	Quotations
2-Enterprise Services	Property	Allcorp Property Services	Cleaning Services	July 2007	\$117,152	Open tender
2-Enterprise Services	Property	Canberra Commercial Waste	Waste Removal	July 2008	\$31,581	Quotations
2-Enterprise Services	Property	Canberra Consulting Resources Pty Ltd	Contract Labour Hire	July 2008	\$26,880	Single Select
2-Enterprise Services	Property	CBH Architecture Pty Ltd	Architectural Services	July 2008	\$21,150	Quotations
2-Enterprise Services	Property	Chubb Protective Services	Security Services	July 2007	\$52,408	Open tender
2-Enterprise Services	Property	City Group Pty Ltd	Cleaning Services	July 2007	\$90,331	Open tender
2-Enterprise Services	Property	City Reflections Pty Ltd	Cleaning Services	July 2007	\$67,997	Open tender
2-Enterprise Services	Property	Cleanaway	Waste Removal	July 2008	\$52,607	Quotations
2-Enterprise Services	Property	Complete Cleaning Service	Cleaning Services	July 2007	\$123,265	Open tender
2-Enterprise Services	Property	Condor Cleaning Pty Ltd	Cleaning Services	July 2007	\$42,419	Open tender
2-Enterprise Services	Property	Corianton Management Services Pty Ltd	Contract Labour Hire	July 2008	\$33,364	Single Select
2-Enterprise Services	Property	Dale and Hitchcock Civil Engineering and Landscaping	Road Repairs	July 2008	\$105,220	Quotations
2-Enterprise Services	Property	Drain King ACT Pty Ltd	Install Water Tanks at Belconnen Depot	July 2008	\$64,000	Quotations
2-Enterprise Services	Property	Drain King ACT Pty Ltd	Solar Hot Water Installation	July 2008	\$70,000	Quotations

Output Class	Business Unit	Contractor/Consultant	Description/Reason Contract Let	Approval Date (date contract let)	Actual Expenditure (GST Exc)	Procurement Type
2-Enterprise Services	Property	Effective People Pty Ltd	Contract labour hire	July 2008	\$248,884	Single Select
2-Enterprise Services	Property	Existing Buildings Group Pty Ltd	Building Repairs and Maintenance	July 2008	\$70,000	Quotations
2-Enterprise Services	Property	Faraj Cleaning Services	Cleaning Services	July 2007	\$88,393	Open tender
2-Enterprise Services	Property	Freds Express Cleaning Service	Cleaning Services	July 2007	\$214,032	Open tender
2-Enterprise Services	Property	ISS Washroom Services	Cleaning Services	July 2007	\$74,356	Open tender
2-Enterprise Services	Property	Matt Gillingham Cleaning Services	Cleaning Services	July 2007	\$328,902	Open tender
2-Enterprise Services	Property	Mercer (Australia) Pty Ltd	Property Group Restructure	July 2008	\$23,009	Quotations
2-Enterprise Services	Property	MSS Security Pty Ltd	Security Services	July 2008	\$22,682	Quotations
2-Enterprise Services	Property	National Cleaning Services Aust Pty Ltd	Cleaning Services	July 2007	\$313,689	Open tender
2-Enterprise Services	Property	Oakton AA Services Pty Ltd	Review of Property IT Systems	September 2008	\$43,843	Open Tender
2-Enterprise Services	Property	Paul Abbey Constructions Pty Ltd	Building Repairs and Maintenance	July 2008	\$56,636	Quotations
2-Enterprise Services	Property	Petchy Cleaning Service	Cleaning Services	June 2008	\$53,331	Open tender
2-Enterprise Services	Property	Picasso Construction Pty Ltd	Building Repairs and Maintenance	July 2008	\$35,273	Quotations
2-Enterprise Services	Property	Pink Hygiene Solutions	Cleaning Services	July 2007	\$72,773	Open tender
2-Enterprise Services	Property	Prestige Cleaning Services Pty Ltd	Cleaning Services	July 2007	\$22,935	Open tender

Output Class	Business Unit	Contractor/Consultant	Description/Reason Contract Let	Approval Date (date contract let)	Actual Expenditure (GST Exc)	Procurement Type
2-Enterprise Services	Property	Purdon Associates Pty Ltd	Investigation of the future use for Former School Sites'	August 2007	\$172,637	Open tender
2-Enterprise Services	Property	RB and R Daintree Pty Ltd	Security Services	July 2008	\$81,312	Quotations
2-Enterprise Services	Property	Spotless Berkeley Challenge	Cleaning Services	July 2007	\$386,658	Open tender
2-Enterprise Services	Property	Universal Office Cleaners Pty Ltd	Cleaning Services	July 2007	\$434,231	Open tender
2-Enterprise Services	Property	Wilson Parking Pty Ltd	Security Services	July 2008	\$69,043	Quotations
2-Procurement Support Services	Procurement Solutions	Archinfotech Pty Ltd	Provision of project management and director services	September 2008	\$101,670	Single Select
2-Procurement Support Services	Procurement Solutions	Kingsway Financial Assessments Pty Ltd	Provision of pre- qualification financial assessment and advice	November 2008	\$66,223	Open Tender
2-Procurement Support Services	Procurement Solutions	Oracle Corporation Australia Pty Ltd	Development of procurement solutions business system	March 2009	\$1,200,000	Single Select
2-Procurement Support Services	Procurement Solutions	Riley Nominees	Provision of project management and director services	May 2008	\$209,068	Single Select
2-Procurement Support Services	Procurement Solutions	Walter Turnbull Pty Ltd	Provision of audit services	September 2008	\$30,862	Open Tender
3-Human Resources Services	Human Resources	Ross Human Directions Pty Ltd (previously Verossity Pty Ltd)	Provision of human resources and recruitment services	July 2007	\$79,468	Open Tender
3-Human Resources Services	Human Resources	Walter Turnbull Pty Ltd	Provision of business continuity planning and tax audit consultancy	November 2007	\$51,215	Select Tender

Output Class	Business Unit	Contractor/Consultant	Description/Reason Contract Let	Approval Date (date contract let)	Actual Expenditure (GST Exc)	Procurement Type
4-Finance Services	Finance Services	ASG Group Ltd	Provision of Oracle support staff and services	Whole of Government contract managed by Treasury	\$163,354	Standing offer arrangements
4-Finance Services	Finance Services	Oakton	Provision of internal audit services	May 2007	\$26,223	Open Tender

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C.15 Community Grants/ Assistance/Sponsorship

Corporate Sponsorship

No.	Organisation/Recipient	Project Description/Process/Period of time engaged	Outcomes	Amount
1	RSPCA (ACT)	<i>Million Paws Walk</i> TAMS was a corporate sponsor in the Million Paws Walk, held this year on Sunday 17 May 2008 at Stage 88 in Commonwealth Park	Million Paws Walk conducted	\$10,000
2	Communities@Work Ltd.	Installation of two internet terminals	Internet terminals installed for community members' usage.	\$10,000 (excl. GST)
3	Master Builders Association ACT	<i>Rent for Pre-Apprenticeship Training</i> The ACT MBA Group Training Skills Centre (which provides pre-apprenticeship training for school based students concentrating on 'kids at risk', who may not otherwise complete their education) re-located to the Fyshwick Depot in 2004. ACT Property Group reduced rent for MBA by \$15,000 per annum, in return for an 'in kind' sponsorship package for the department at the Master Builders Apprentice Awards. The ACT MBA Group Training Skills Centre moved from the Fyshwick Depot on 15 October 2008	Relocation successful and sponsorship package in place	\$4,300
4	Canberra Institute of Technology Centre for Information and Communications Technology – Emelita Lim	Meritorious student graduating in the final year of the Diploma of IT (Software Development) – Prize presented on 12 March 2009	Development of a skilled and diverse workforce for Canberra	\$500
5	Canberra Institute of Technology Centre for Business – Belinda Moore.	Meritorious student graduating completing a Diploma of Business (Human Resources). Prize presented on 11 May 2009	Development of a skilled and diverse workforce for Canberra	\$500
6	ACT Australian Institute of Project Management (AIPM)	Procurement Solutions provided sponsorship to the ACT AIPM 2009 Awards. Awards will be announced in August/September 2009	Recognise excellence in all aspects of Project Management across Australia	\$10,000

Australian Capital Tourism

Events Assistance Program 2008–09

No.	Organisation/Recipient	Project Description/Process/Period of time engaged	Outcomes	Amount
1	Capital Football	Kanga Cup International Youth Football Tournament	Event development and marketing support	\$60,000 *
2	National Folk Festival Ltd.	National Folk Festival	Marketing and promotional support	\$40,000 *
3	Federal Association of Teachers of Dancing (Aust) Ltd. Penny De Kauwe School of Dance	National Capital DanceSport Championships	Event development and marketing support	\$21,600 *
4	Canberra Off Road Cyclists (CORC)	Australian Mountain Bike Nationals	Marketing and promotional support	\$20,000 *
5	Cundy Sports Marketing	Canberra Marathon	Event development and marketing support	\$13,600
6	Pro Musica Inc.	15th Canberra International Music Festival	Marketing and promotional support	\$13,600
7	Capital Football	National Futsal Championships	Event development, marketing and research support	\$10,000
8	Triathlon Australia	Canberra Challenge Triathlon	Marketing and promotional support	\$8,000
9	Softball ACT	Australia Day Softball Carnival	Event development and marketing support	\$8,000
10	Mental Health Foundation	Urban Polaris	Marketing and promotional support	\$10,000
11	Volleyball ACT	Good Neighbour Volleyball Tournament	Marketing and promotional support	\$7,000
12	Hockey ACT	June Long Weekend Regional Girls Carnival	Marketing and promotional support	\$8,000
13	ACT Gymnastics Association	Combined National Clubs/Sports Acrobatics National Championship	Event development and marketing support	\$4,000

No.	Organisation/Recipient	Project Description/Process/Period of time engaged	Outcomes	Amount
14	Thoroughbred Park	Race 'n' Taste Food and Wine Festival	Marketing and promotional support	\$4,000
15	ACT Cricket	Kookaburra Cup	Marketing and promotional support	\$4,000
16	Bridge Federation of the ACT	2009 Australian Bridge Championships	Marketing and promotional support	\$4,000
17	ACT Division - National Australian Left Handed Golfers Association	National Left Handed Golfers Open Championships	Marketing and promotional support	\$4,000
18	Hockey ACT	Quikstix International Schools Cup	Marketing and promotional support	\$1,000
19	Canberra Off Road Cyclists	2007 24 Hr Scott Mountain bike championships	Marketing and promotional support	\$1,400
20	Tennis ACT	Canberra Junior Tennis Series	Marketing and promotional support	\$1,000
21	Canberra Rifle Club	ACT Rifle Championships	Marketing and promotional support	\$400

* Funded under multi-year agreements from previous funding rounds

All EAP grant applications are assessed by an independent panel

Other Assistance From Australian Capital Tourism 2008–09

Non-EAP Assistance

No.	Organisation/Recipient	Project Description/Process/Period of time engaged	Outcomes	Amount
1	Australian Science Festival (including (\$50k rent assistance)	Conduct of Australian Science Festival in August 2008 – three year contract expiring in 2009–10	Festival conducted	\$296,000
2	Canberra Convention Bureau	Support of business tourism through the Canberra Convention Bureau - three year contract expiring in 2009–10	Funding support provided and program delivered	\$900,000
3	National Capital Educational Tourism Project	Support of the education tourism through the National Capital Educational Tourism Project – Joint Venture Agreement three years expiring 08–09. New Agreement in place for further three years	Funding support provided and program delivered	\$200,000
4	Australian National University – Planetarium Dome feasibility study	Support provided to the ANU to undertake feasibility study on the Planetarium Dome. One	Funding support provided and feasibility report produced	\$15,000
5	The Canberra Society of Model and Experimental Engineers	08–09 budget initiative for relocation of Kingston Miniature Railway—contract in place expiring in 2010–11	Funding support provided	\$65,000

Environment Grants

No.	Organisation/Recipient	Project Description/Process/Period of time engaged	Outcomes	Amount
1	RSPCA (ACT)	<i>Desexing to Avoid Feral Cats</i> This project seeks to reduce unwanted and feral cats in the Bush Capital through taking pre-emptive measures with a desexing program. Community education sessions will be held to promote responsible pet ownership and increase awareness of how reducing the number of unwanted cats can lessen the harmful impact they have on native fauna	Funding support provided	\$15,500

No.	Organisation/Recipient	Project Description/Process/Period of time engaged	Outcomes	Amount
2	Mapping Lower Molonglo Project Steering Group	<i>Mapping Lower Molonglo Community GIS Mentoring Project</i> This project will mentor community members, especially the youth, in the use of Geographic Information Systems (GIS) Data Sets for the Lower Molonglo River Catchment	Funding support provided	\$13,500
3	Southern ACT Catchment Group	<i>Biodiversity Enhancement of Tuggeranong Homestead Creek line</i> This project will rehabilitate the Tuggeranong Homestead Creek line through removal of woody weed understorey and revegetation with Indigenous native trees, shrubs and grasses improving the biodiversity value of the area	Funding support provided	\$17,050
4	National Parks Association of the ACT	<i>Celebrating Namadgi National Park – A Multi-media Publication</i> The NPA will commission and publish electronic and written material about Namadgi National Park to educate and promote the park as a place of conservation and recreation	Funding support provided	\$15,000
5	Woden SEE-Change	<i>Woden Eco Challenge: Community Learning Project</i> This project issues an eco-challenge for the Woden area to decrease carbon and ecological footprints. Community workshops, classes and events will provide awareness, information, tools and motivation to support the residents to adopt more sustainable practices	Funding support provided	\$14,358
6	Jamison SEE-Change Footprint Challenge	<i>BERT – Bicycle (CO₂) Emission Reduction Trial</i> A pilot project providing a sustainable model of transportation for families using bicycle cargo and child trailers. They will monitor use to quantify greenhouse gas emission reduction while promoting a healthier lifestyle, generating community involvement in reducing the ecological footprint in the ACT	Funding support provided	\$10,000
7	Conservation Council South East Region and Canberra	<i>ACTNow – Reduce, Reuse, Recycle</i> This project will help to reignite community support for the goal of achieving No Waste by 2010. Bringing attention to consumption patterns, improving the recovery rates of all recyclables and green waste with particular focus on multiunit complexes, festivals, events and the workplace	Funding support provided	\$25,618

Sport and Recreation Grants

No.	Organisation/Recipient	Project Description/Process/Period of time engaged	Outcomes	Amount
1	ACT and SNSW Rugby Union Ltd.	Triennial Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$42,000
2	ACT Badminton Association Inc.	Operational Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$4,000
3	ACT Baseball Association Inc.	Strategic Planning	A Strategic Plan to guide ACT Baseball beyond 2009	\$2,210
4	ACT Baseball Association Inc.	Triennial Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$26,000
5	ACT BMX Association Inc.	Operational Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$4,000
6	ACT Broomball Association Inc.	Operational Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$2,000

No.	Organisation/Recipient	Project Description/Process/Period of time engaged	Outcomes	Amount
7	ACT Canine Association	Operational Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$6,000
8	ACT Companion Dog Club Inc	Storage Container	Securely store club's equipment	\$1,500
9	ACT Cricket Association Inc.	Canberra Meteors Operational and Promotional Support	Participation of the Meteors in the national league and increased promotion of women in cricket	\$25,000
10	ACT Cricket Association Inc.	Triennial Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$42,000
11	ACT Cricket Association Inc.	Indigenous Sport Program - Primary Students Gala Day	Provide cricket skills to Indigenous primary school students through a Gala Day	\$1,500
12	ACT Cycling Federation	SFP Fixed electronic race timing results system	Provision of leading edge electronic timing and results system for individual cyclists	\$19,500
13	ACT Cycling Federation	Triennial Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$26,000

No.	Organisation/Recipient	Project Description/Process/Period of time engaged	Outcomes	Amount
14	ACT Equestrian Association Inc.	Operational Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$6,000
15	ACT Fencing Association Inc.	Purchase of Piste	Purchase of an essential modern equipment to enable improved event organisation and club development	\$4,500
16	ACT Fencing Association Inc.	Operational Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$6,000
17	ACT Gridiron Inc.	Operational Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$3,000
18	ACT Gymnastic Association Inc.	Triennial Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$42,000
19	ACT Hang gliding and Paragliding Association	Wing and Winch	Safer use of equipment and greater accessible use for ACT community	\$5,800

No.	Organisation/Recipient	Project Description/Process/Period of time engaged	Outcomes	Amount
20	ACT Hang gliding and Paragliding Association	Operational Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$2,000
21	ACT Ice Hockey Association Inc.	Sports First Aid Training for Association Volunteers	Provision of a qualified person during competition to minimise risk to participants	\$1,500
22	ACT Ice Hockey Association Inc.	Operational Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$4,000
23	ACT Little Athletics Association Inc.	Triennial Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$14,000
24	ACT Monaro District Golf Association Inc	Operational Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$6,000
25	ACT Netball Association Inc.	Triennial Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$42,000

No.	Organisation/Recipient	Project Description/Process/Period of time engaged	Outcomes	Amount
26	ACT Olympic Council	Olympic/Paralympic home welcome reception	Official welcome home for ACT/ Australian Olympians	\$2,012
27	ACT Pistol Association	Operational Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$4,000
28	ACT Rogaining Association Inc.	Operational Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$4,000
29	ACT Rowing Association Inc.	Triennial Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$26,000
30	ACT Softball Association	Indigenous Sport Program – Primary Students Gala Day	Provide financial assistance to primary school Indigenous students to learn basic fundamentals of softball	\$3,000
31	ACT Softball Association	Triennial Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$42,000

No.	Organisation/Recipient	Project Description/Process/Period of time engaged	Outcomes	Amount
32	ACT Squash Rackets Association Inc	Purchase of Woden Squash Centre (SLISS)	Support for ACT Squash's purchase of the Woden facility	\$22,782
33	ACT Squash Rackets Association Inc	Triennial Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$26,000
34	ACT Swimming Incorporated	Triennial Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$26,000
35	ACT Tenpin Bowling Association	Operational Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$6,000
36	ACT Touch Association	Triennial Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$42,000
37	ACT Veterans Athletic Club Inc	Triennial Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$14,000

No.	Organisation/Recipient	Project Description/Process/Period of time engaged	Outcomes	Amount
38	ACT Volleyball Inc.	Triennial Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$26,000
39	ACT Water Polo Inc	Operational Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$6,000
40	ACT Water Ski Association Inc.	Wakeboard Events Personal Address System	Availability of PA system to conduct professional events	\$1,600
41	ACT Water Ski Association Inc.	Operational Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$4,000
42	ACT Wrestling Inc.	Operational Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$2,000
43	ACTSPORT Inc.	Upgrade to Security System	Provision of a security door for ACT Sports House	\$3,600
44	ACTSPORT Inc.	Triennial Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$81,200

No.	Organisation/Recipient	Project Description/Process/Period of time engaged	Outcomes	Amount
45	AFL Canberra Ltd	Triennial Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$42,000
46	Athletics ACT Association Inc	Triennial Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$14,000
47	Australian Oztag Sports Association-ACT Div	Operational Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$8,000
48	Basketball Canberra	Help Us Lower the Ring!	Program which assists young people with safer and better facilities to participate in the sport	\$1,800
49	Basketball Canberra	Triennial Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$42,000
50	Basketball Canberra	ACT Basketball Futures Plan Consultancy	Strategic Plan to assess facilities needs of basketball across the ACT	\$10,000

No.	Organisation/Recipient	Project Description/Process/Period of time engaged	Outcomes	Amount
51	Billiards and Snooker Association ACT	Operational Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$4,000
52	Black Mountain Rowing Club Inc.	Height safety initiatives	Purchase of efficient boat racks enabling easier access to stored boats, prevention of accidents and increased number of boats	\$2,400
53	Bowls ACT	Bowls ACT Facilities Plan	Strategic Plan to assess facilities needs of bowls across the ACT	\$4,000
54	Bowls ACT	Triennial Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$26,000
55	Boxing ACT Incorporated	Operational Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$6,000
56	Burley Griffin Canoe Club Inc	Extension to Club Boatshed	Increase boat-shed storage capacity for additional 35 boats to improve accessibility and increase membership	\$15,500

No.	Organisation/Recipient	Project Description/Process/Period of time engaged	Outcomes	Amount
57	Burley Griffin Canoe Club Inc	Operational Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$2,000
58	Callisthenics ACT Inc	Triennial Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$9,000
59	Calwell Little Athletics Club Inc.	Electronic Timing System (ETS)	ETS for use by Club on Saturday mornings and school competitions to assist children to learn and refine skills	\$5,000
60	Canberra Archery Club Inc	Range Enhancements to Canberra Archery Club	Range improvements to produce a first class facility allowing for competitions and Come-and-Try programs	\$5,400
61	Canberra BMX Club	Track Upgrade	Upgrade of track to provide opportunity to host national and international events, championships and international riders	\$2,200
62	Canberra Bridge Club	Replacement of inner doors	New sliding doors to allow ease of access for members of all ages	\$2,800

No.	Organisation/Recipient	Project Description/Process/Period of time engaged	Outcomes	Amount
63	Canberra City Gymnastics Club	Facility Extension (SLISS)	Will enable club to provide a higher class facility and increase membership opportunities with installation of a synthetic hockey pitches at Tuggeranong	\$28,857
64	Canberra Cross Country Ski Club	Remote First Aid Training	Accredited First Aid training for 8 club members	\$1,000
65	Canberra District Rugby League Football Club	Triennial Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$26,000
66	Canberra District Rugby League Football Club	Indigenous Sport Program – League safe Course	Providing league-safe courses as a requirement to assist in matches for 56 Indigenous participants	\$1,400
67	Canberra Dragon Boat Association Inc.	Operational Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$4,000

No.	Organisation/Recipient	Project Description/Process/Period of time engaged	Outcomes	Amount
68	Canberra Rifle Club Incorporated	Operational Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$3,000
69	Canberra Royals Rugby Union Football Club Inc.	Security Enhancements - Royals Rugby Storage Shed	Lockable container for club's equipment	\$3,400
70	Canberra Trampoline Sports Club	Purchase of FIG Standard Trampoline	Purchase of Federation International Standard gymnastics trampoline for State, National and International competitions	\$7,400
71	Canberra Yacht Club	Three Phase Power for Boat Hoist	Purchase of three phase power boat hoist for safety use of club members	\$1,900
72	Capital Football	Triennial Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$42,000
73	Dragons Abreast Australia - ACT and Region	A specially designed trailer for a dragon boat	Special trailer to allow storing, launching and extraction of dragon boats from the water	\$1,000
74	Eastlake Football Club	Watering of Kingston Oval from Bore Water Source	Bore water secured as a source of watering for Kingston Oval	\$25,900

No.	Organisation/Recipient	Project Description/Process/Period of time engaged	Outcomes	Amount
75	Federal Golf Club	Water Retention Pond at Federal Golf Club	Water retention ponds to support long term future/viability of the club and supplement existing bore water reliance	\$250,000
76	Females In Training (FIT)	Strategic Planning Day	Engagement of facilitators to lead strategic process for improved management and administration of FIT	\$5,000
77	Flinders Tennis Club	Court Resurfacing	Tennis court resurfacing to reduce maintenance/water costs and volunteer workload	\$23,500
78	Heart Foundation ACT	Kids at Play	Complete planning and implementation of ACT Early Childhood Active Play and Eating Well Project	\$70,000
79	Hockey ACT	Tuggeranong Hockey Field	Construction of a synthetic grass hockey field to expand competitions and increase number of players and teams	\$250,000
80	Hockey ACT	Triennial Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$42,000

No.	Organisation/Recipient	Project Description/Process/Period of time engaged	Outcomes	Amount
81	Hockey ACT	Tuggeranong Hockey Park (SLISS)	Support for Hockey ACT to purchase the Tuggeranong facility	\$2,757
82	Judo Federation of Australia ACT Inc.	Operational Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$4,000
83	Kaleen and District Tennis Club	Reconstruction of Courts	Reconstruction of damaged tennis courts	\$113,000
84	Tennis ACT	Geotechnical Testing of Courts Kaleen Tennis Courts	Undertake geo-testing of tennis courts to advise court reconstruction methodology	\$4,300
85	Kaleen and District Tennis Club	Club House fit-out	Renovation of Kaleen clubhouse to help attract new members and increase community use	\$3,000
86	National Capital Horse Trials Association Inc.	Equestrian Park Cross Country Track Improvements	Worn and unsafe track repaired to competition status for local, national and international standards	\$2,600
87	National Capital Horse Trials Association Inc.	Cross Country Course Trailer	Use of trailer to move equipment from various locations	\$3,000
88	Norths Junior Rugby Club	Junior Rugby Sevens Carnival	Assistance for North's Junior Rugby to hold/organise Carnival	\$1,000

No.	Organisation/Recipient	Project Description/Process/Period of time engaged	Outcomes	Amount
89	Orienteering ACT Incorporated	Triennial Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$26,000
90	Pedal Power ACT Incorporated	Triennial Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$14,000
91	Snow Sports ACT Ltd	Triennial Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$26,000
92	Southern Canberra Gymnastics Club	Stage 2 Extensions to Erindale Facility	Last stage of the Club's facility extension aimed at retention and increase of membership through use of a modern complex	\$61,989
93	Southern Canberra Gymnastics Club	Club facility fit-out equipment	Purchase of essential equipment as part of the Clubs facility extension	\$8,978
94	Sporting Shooters Association of Australia ACT Inc	Operational Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$5,000

No.	Organisation/Recipient	Project Description/Process/Period of time engaged	Outcomes	Amount
95	Sports Medicine Australia - ACT Branch	Indigenous Sport Program - Training Activities	Provide management, good health and prevention of injuries through Sports First Aid Trainer Level 1 Courses for 16 Indigenous participants	\$4,100
96	Sports Medicine Australia - ACT Branch	Triennial Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$33,600
97	Table Tennis ACT Inc.	Triennial Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$14,000
98	Tennis ACT	Triennial Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$42,000
99	The Australian and New Zealand Sports Law Association Inc (ANZSLA)	2009 ANZSLA Conference - Canberra	Support the strategy of a conference in Canberra as an educational opportunity for the local industry	\$2,500
100	The Big Issue In Australia Ltd	Homeless Street Soccer Program	Provide assistance for hire of grounds to support establishment of the Street Soccer Program	\$500

No.	Organisation/Recipient	Project Description/Process/Period of time engaged	Outcomes	Amount
101	The Royal Life Saving Society Australia-ACT Branch	Seniors Aquatic Program - Grey Medallion	Program aligns with actively ageing and safe water initiatives through education and being active in aquatic recreation	\$12,500
102	The Royal Life Saving Society Australia-ACT Branch	Operational Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$6,000
103	The Scout Association of Australia-ACT Branch Inc.	Sit-on-Top Kayaks	Purchase of sit-on-top kayaks to enable more youth members to participate in kayaking and canoeing through the ACT Scouts water activity centre	\$2,700
104	Triathlon ACT	First Aid Marshals	Provision of First Aid training to volunteers	\$1,400
105	Triathlon ACT	Triennial Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$42,000
106	Tuggeranong Archery Club	Stabilise access, signage, poles and erosion	Ground improvements to allow for better access for participants	\$7,000
107	Tuggeranong Tornadoes Gridiron Club	Purchase Training Equipment	Purchase of specialised gridiron sports equipment to improve participant safety	\$1,700

No.	Organisation/Recipient	Project Description/Process/Period of time engaged	Outcomes	Amount
108	University of Canberra	Sport and Recreation Industry Economic Impact Study	Economic Impact Study Report on the Sport and Recreation Industry in the ACT	\$70,000
109	Weston Creek Bowling Club	Construction of a Synthetic Bowling Green	Synthetic bowling green increasing number of bowling greens and provision of a drought-proof facility	\$88,000
110	Weston Creek Cricket Club Inc.	Installation of Carport to store equipment	Lockable carport to store valuable equipment and reduce vandalism	\$4,600
111	Woden Valley Football Club	Mawson Container - Security	Lockable container for club's equipment	\$1,600
112	Yachting ACT	Sailing Instructors to teach sailing	Provision of sailing instructors and assistants qualified to teach and retain growth of sport	\$2,400
113	Yachting ACT	Operational Assistance	Financial assistance to support the continued operations, promotions and development of the peak sporting body	\$6,000

Heritage Grants

No.	Organisation/Recipient	Project Description/Process/Period of time engaged	Outcomes	Amount
1	St Edmund's College	A Chapter in the Educational History of Canberra	Produce publication	\$4,000
2	ACT Sailing Inc. (Canberra Yacht Club)	The Canberra Yacht Club - 50 Years - 1959 to 2009	Produce publication	\$7,000
3	Paul Carmody	CMP for Elm Grove	Produce Conservation Management Plan	\$5,600
4	Alan Foscett	"The Memories Linger On" - A Book	Publication of book	\$7,000
5	Council of ACT Motor Clubs	ACT Rail Infrastructure Heritage Study	Project cancelled as Project Officer left organisation	\$4,000
6	Council of ACT Motor Clubs	The Canberra Pie Cart - Audiovisual and P/A System	Install audiovisual and public address system in heritage vehicle	\$2,880
7	Minders of Tuggeranong Homestead	Interpretive signage for farming equipment and memorabilia at Tuggeranong Homestead	Install interpretive signage at Tuggeranong Homestead	\$796
8	St John the Baptist	St John's Church Heritage Area Landscape CMP	Product Conservation Management Plan	\$4,800
9	Darani Lewers and Tanya Crothers	Conservation/Condition Assessment Report for "Expansion" - Canberra Rex	Produce conservation/condition assessment report for Lewers Mural	\$2,064
10	Elizabeth Burness	"Pages of Early Canberra History" -	Produce a series of history stories for Canberra schoolchildren	\$1,840

No.	Organisation/Recipient	Project Description/Process/Period of time engaged	Outcomes	Amount
11	Tuggeranong Community Arts Association	Tales of Tuggeranong Digital Storytelling Project	Produce digital stories from ageing Canberra residents about Tuggeranong Homestead	\$8,133
12	National Trust of Australia (ACT)	Heritage Survey of Pialligo	To conduct a heritage survey of Pialligo	\$3,352
13	Richard Snashall (Spinning Reel)	The Stakeout of Canberra	Produce a short film on the pre-capital history of the ACT	\$16,100
14	Conservation Council ACT Region	Joint project to produce booklet on Gungahlin's natural, historical, cultural, Indigenous and environmental heritage	Produce a booklet on heritage of Gungahlin	\$28,000
15	Reid Residents' Association Inc	Reid Housing Electronic Book (Exhibition)	Produce an electronic book of 'then' and 'now' history of a number of residences in Reid	\$4,000
16	Royal Australian Institute of Architects (RAIA) ACT Chapter	Dirk Bolt Monograph - research, scanning and photography	Publication of a monograph of architect Dirk Bolt	\$4,270
17	Royal Australian Institute of Architects (RAIA) ACT Chapter	A comparative assessment of their previous nominations to the ACT Heritage Register	Produce a comparative assessment of previous AIA nominations to the ACT Heritage Register	\$12,600
18	Manning Clark House Inc	Conservation Management Plan for Manning Clark House	Produce a Conservation Management Plan for Manning Clark House	\$7,000
19	Stepwise Heritage & Tourism	Namadgi Rock-Art Conservation Project *PLUS paid \$5731 HG03/ YANKEE HAT	Produce a Conservation Management Plan for the rock art sites of Namadgi National Park	\$9,585
20	Carousel Organ Restoration Group (CORG)	Carousel Organ Restoration Project - Stage 5	Continue restoration of the rare Carousel Organ	\$8,750

Other Community Heritage Activities

No.	Organisation/Recipient	Project Description/Process/Period of time engaged	Outcomes	Amount
21	Heritage Advisory Services	Philip Leeson Architects - three year contract expires 13 July; currently extended until 13 November 2009; procurement in progress for new three-year contract	Provision of heritage advice to prospective or owners of heritage properties	\$1,883
22	Heritage Festival	Heritage Unit with Chief Minister's Department assistance	Conduct annual Heritage Festival held April 2009	\$52,547

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C.16 Territory Records Act 2002

The *Territory Records Act 2002* (the Act) requires an agency to address all of the elements set out in Section 16 of the Act, as well as those set out in the Standards released by the Director of Territory Records under the Act. In implementing its Records Management Program for the year ended 30 June 2009, TAMS has met the requirements as specified in the *Territory Records Act 2002*.

In 2008, a new Records Disposal Schedule for ACT Government Veterinarian Records was published, as well as revised Records Disposal Schedules for Environmental Management and Parks Reserves and Public Places.

Following the 2008 ACT Government election, new AAOs moved Environment Protection and Sustainability out of TAMS, while at the same time moved Shared Services and EPIC into TAMS. The TAMS Records Management Program was revised to reflect these changes in accordance with the Act. Introductory Records and Information Management training continued throughout the year, as well as Thesaurus training introduced to help staff with file titling.

The number of staff trained this year was:

Training Session	No. of Attendees
Introductory Records Training	70
Thesaurus	10

Other significant records management achievements during the year include:

- Improvements to the management of personnel files of former TAMS employees
- Australian Capital Tourism and TVE changed record keeping systems.

In 2008–09, records sentencing and disposal was also undertaken in Strategic Finance, ACTION, DAS, Road User Services and Roads ACT.

In line with the opening of older Territory Records on 1 July 2008, TAMS had 15 requests for records and information. For the majority of these requests, there were no records in the open period. Many of the requests were for information about former rural leases now administered by TAMS.

Future Directions

Plans for progressing records management in TAMS include involvement in:

- A potential replacement for the current ministerial management system
- An internal audit plan for records management
- Options for an electronic recordkeeping system.

These improvements are aimed at ensuring TAMS remains compliant with recordkeeping standards, appropriate for an agency responsible for the delivery of high quality services to the ACT community.

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C.17 *Human Rights Act 2004*

The Human Rights Act 2004 (the Act) commenced operation on 1 July 2004 and is part of the government's commitment to build a human rights culture in the ACT and to ensure that Territory managers are working within a human rights framework. All public officials have a duty to interpret legislation under which they operate consistently with human rights, unless the Territory law clearly authorises otherwise.

In 2008–09, TAMS continued to obtain advice from the Bill of Rights Unit of the Department of Justice and Community Safety about the human rights implications of proposed operational policy and legislation. Statements of compatibility were provided for all new Bills within the Department's responsibility introduced in the Legislative Assembly. In particular, the Department worked closely with the Unit in developing the Crimes (Bill Posting) Amendment Bill 2008.

In June 2009, the TAMS Senior Managers Forum (which comprises approximately 140 senior officers and senior executives from the Department), was addressed by a representative of the Human Rights Commission, to help raise awareness of the Act, with particular emphasis on the amendments to the Act which commenced in January 2009.

The Cabinet handbook requires that all Cabinet Submissions must provide details of any human rights implications. TAMS complied with this requirement.

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C.18 Commissioner for the Environment

Input into State of the Environment Report

ACT NOWaste staff assisted in the preparation of the State of the Environment Report by coordinating and submitting responses from waste programs, waste policy and waste operations. Waste programs and policy are now part of DECCEW. ACTNoWaste is still part of TAMS.

Investigations by the Commissioner

Between October 2008 and June 2009, ACT NOWaste staff assisted with an investigation carried out by the Commissioner into waste disposal practices at facilities managed by ACT NOWaste. ACT NOWaste staff attended meetings and provided frequent responses via telephone and email to the Commissioner's office and made queries to third parties to follow up matters.

There are no recommendations that affected ACT NoWaste.

In addition, PCL met with the Commissioner and provided information in response to two letters received in relation to the following:

- Issues raised by the ACT Rural Landholders Association about kangaroo culling on rural lands in the ACT
- A complaint from a shooter about firearm proficiency testing for kangaroo culling on rural lands.

As a result, PCL will respond to a number of recommendations made by the Commissioner relating to these issues, including a review of the process for kangaroo culling on rural lands and an additional firearm proficiency test for shooters, which is being organised for September 2009. Information about these activities will be posted on the TAMS website.

Report on ACT Lowland Native Grasslands Investigation

During 2008–09, PCL provided extensive advice to the Commissioner for Sustainability and the Environment on grassland management issues, including the preparation of a submission to the ACT Lowland Native Grasslands Inquiry.

During the course of the Commissioner's investigation:

- Site visits to all grassland sites were undertaken, which involved field staff accompanying the Commissioner and her expert ecologist
- Two roundtable meetings were convened by the Commissioner to clarify issues raised during the field visits.

In March 2009, the Commissioner released the 'Report on ACT Lowland Native Grasslands Investigation'. The report makes a series of recommendations aimed at improving the management of native lowland grasslands in the ACT. TAMS has commenced addressing all of the urgent actions recommended by the Commissioner. The non-urgent recommendations are being addressed in collaboration with other agencies.

Review of Decision-Making Process Regarding Sale and Development of Block 12 Section 2 Belconnen

The Commissioner undertook a review of the above and a report was prepared containing two types of recommendations: those specific to the dead tree and the site, and general ones. The Conservator of Flora and Fauna and the Department responded to the recommendations and the following actions have occurred.

Site Specific Recommendations 1–3, Tree Protection Unit (TPU) inspected the *Eucalyptus melliodora* referenced as Tree 9 on site at Block 12 Section 2 Belconnen on 18 March 2008. At this inspection the TPU noted weak epicormic growth emerging from the base of the dead tree. A subsequent inspection of the tree on 23 September 2008 revealed the epicormic growth had died. The tree is situated on a private lease and as such is the responsibility of the lessee. The TPU has recommended the removal or pruning of the tree to the lessee.

Officers from the TPU have assessed the remaining group of endemic trees on Block 12 Section 2 Belconnen. The TPU has not, at this stage, recommended that any of the remaining endemic trees on the site are trees that would meet the criteria for a 'registered tree'. Consequently, a tree management plan has not been required.

A recommendation to plant a grove of *Eucalyptus polyanthemos* has been suggested to the lessee of the site. However, as the land is leased no enforcement of the recommendation can be made.

General Recommendations 4–8, The TPU are currently assessing Tree Management Plans to ensure effective treatment and protection of existing trees and new plantings. Random inspections are carried out on a daily basis depending on workloads and priorities. Officers from the TPU are in the field for most of the day and will respond to any report of possible breaches of the Act or Tree Management Plans.

Development Applications often involve multiple tree assessments and take many months from concept phase to completion. Assessments for DAs have a legislated 15 day turnaround period in which to formally inspect, assess and respond. In providing a response to DAs to the ACTPLA, the Conservator of Flora and Fauna is required to offer advice only on tree matters. The advice provided can be accepted, varied or rejected by the Chief Planning Authority.

The TPU proposes to revisit sites to carry out regular audits through a compliance audit program. The program will involve inspection of trees not granted for removal in previous months to ensure they still remain. TPU are in the process of developing the audit program so that the tree inspections are programmed rather than random and reportable for external audit of the process. The nature of TPU's movements throughout the Territory on routine inspections will always offer the opportunity for random site audits which will complement the more formal audit program. A formal audit and recording program is under development by the TPU and when implemented, can be made available for public inspection.

TPU is working towards population of the Tree Register and a system that will encompass regular monitoring of all 'registered trees'. The monitoring process is to include a method of full consultation on a range of related issues for lessees who have a 'registered tree' on their lease.

The Conservator noted Recommendation 5 that an audit/assessment of the cumulative effects of ACTPLA's implementation of the Conservator's recommendations, particularly with respect to the retention of trees for corridors and connectivity in Greenfield sites.

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C.19 ACT Multicultural Strategy 2006–09

The ACT Multicultural Strategy 2006–09 provides a shared framework for ACT Government agencies. The department contributes to the outcome of the strategy through implementing activities, indicated under the relevant themes below.

Key Theme	Response
Human Rights	<p>Consistent with the ACT Government policy of equity and diversity, TAMS is developing a Diversity Framework which aims to create an inclusive environment to embrace and value the individual differences between people, offering opportunities for all employees to achieve their full potential. The plan will include strategies and actions to be undertaken over a three-year period.</p> <p>A key element of the Framework is the establishment of the TAMS Diversity Committee to champion employment equity and diversity across TAMS through:</p> <ul style="list-style-type: none"> • Promoting the benefits in valuing different perspectives and the ability of people with a diverse range of experiences to enrich the overall working environment • Maintaining a focus on the development, review and extension of policies, strategies and programs affecting equity and diversity in employment • Providing guidance and advice to the Department on equity and diversity related matters and providing feedback on TAMS performance on the implementation of strategies and desired goals. <p>The Department promotes the Workplace Diversity Contact Officers Network which supports the TAMS Workplace Discrimination, Harassment and Bullying Policy. Contact Officers act as a first point of contact in the workplace for Diversity information, including advice for employees who feel that they are being subjected to discrimination or harassment, or feel that they may be accused of such behaviour.</p>

Key Theme	Response
Access and Equity	<p>The Department requires all recruitment processes to be conducted in accordance with ACTPS requirements and includes the Department's commitment to Equal Employment Opportunity principles and practices</p> <p>The results of the TAMS organisational scan have been analysed for specific feedback from staff who were willing to identify as being from culturally and linguistically diverse backgrounds. This information will be used to inform future workforce planning and development initiatives</p> <p>The Department supported ACT Multicultural Strategies by participating in related initiatives, including the DHCS Work Experience and Support Program (WESP). The WESP aims to help people from culturally and linguistically diverse backgrounds who are having difficulty gaining employment due a lack of relevant Australian work experience</p> <p>InTACT engaged five students via WESP with all participants subsequently placed in IT Support based positions. ACTPG also provided temporary employment to participants from the program, with a number becoming employees of the Group in financial operations and project management positions</p>
Ageing and Aged Care Issues	<p>Language resources are delivered to the elderly and people who are housebound or have limited mobility via the Home Library Service and Mobile Library</p>
Cultural and Religious Acceptance	<p>ACTLIS have continued to work with various ethnic communities to develop resources and displays aimed at dispelling some of the wider community's misconceptions about their beliefs and practices</p> <p>ACTLIS programs and services contribute to social inclusion and lifelong learning in the community. In 2008–09 the library has supported access to information from a range of cultures including through the Welcome to Beijing Olympic photographs and memorabilia exhibition, bilingual story times, international student orientations, English conversation classes, poetry readings and write your life story sessions</p> <p>The TAMS Union Collective Agreement 2007–10 includes leave provisions for ceremonial and cultural activities</p>
Language Policy	<p>ACTLIS holds more than 18 language collections, with further languages catered for with newspapers, magazines and DVDs. Every library holds a collection for learning English as well as providing access to the Translating and Interpreting Service in order to assist customers</p> <p>ACTLIS provides more than 18 collections in languages other than English, which are important resources to the local community. A program of cultural exhibitions has also continued with a range of displays in our libraries, provided by community groups and Embassies</p> <p>Shared Services has translated and published the "How to read your Payslip" document into four community languages: Traditional Chinese, Simplified Chinese, Croatian and Serbian</p> <p>The library continued its involvement with the MyLanguage internet portal, which won the Microsoft Information Technology Award at the 2008 National Multicultural Marketing Awards announced in November 2008</p>

Key Theme	Response
Leadership and Governance	TAMS Front-line management training programs have been developed and conducted, with diversity leadership being a key component. These programs aim to encourage leaders across TAMS to promote diversity through effective and inclusive work practices, generation of new ideas and by creating opportunities to maximise the diverse qualities and skills of employees in each workplace
Migration of Parents Settlement Services for Newly Arrived Migrants	This theme is not applicable to the department's operations
Children and Young People	ACTLIS works with various ethnic communities to provide programs, displays and resource material and multicultural Story Time Language collections for all ages, including children, are available for borrowing at ACT Public Libraries. More than 18 different languages are available
Terrorism	ACTLIS works with various ethnic communities to provide programs, displays and resource material and multicultural Story Time

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C.20 Aboriginal and Torres Strait Islander Reporting

The TAMS Aboriginal and Torres Strait Islander Service Plan (2006–2009) acknowledges that better outcomes for Indigenous Australians can be assisted both by the services delivered by the department and through the shape and composition of our workforce.

The Service Plan is consistent with the Overcoming Indigenous Disadvantage Report which provides a national framework for governments assessing progress on overcoming Indigenous disadvantage. Details on actions taken by TAMS to address issues raised in the report are included below.

Positive Development, Education and Respect

The TAMS Aboriginal and Torres Strait Islander Interest Group brings together Aboriginal and Torres Strait Islander members of staff from across the Department, along with staff who have an interest or who provide employment or services for Aboriginal and Torres Strait Islander people.

The Interest Group facilitates information sharing across the department of potential, new and current initiatives that impact on Aboriginal and Torres Strait Islander people. It also assists with building awareness, improving the communication and the co-ordination of activities across the department involving Aboriginal and Torres Strait Islander people, including the promotion of dates of significance.

The Interest Group identified the need for an Indigenous Communications Strategy for the Department to ensure that its projects, programs and policies reflect a diverse community. The Indigenous Communications Strategy provides tools and guidelines to assist TAMS staff with engaging, successfully communicating and to build on their understanding of Indigenous communities and their cultural traditions.

Yankee Hat within the Namadgi National Park is the location of some Aboriginal rock art. In September 2008, a tour by the Interest Group and the Department's Strategic Management Team to Yankee Hat culminated in the presentation to the Chief Executive of a message stick made by Aboriginal staff members.

Strong Communities and Cultural Identity

TAMS supported and promoted the July 2008 NAIDOC week celebrations throughout the Department. As part of NAIDOC Week, the Minister for Territory and Municipal Services launched two ACTION buses which had been vinyl wrapped with artwork painted by the local Aboriginal community, led by Matilda House. The ACTION buses act as a moving showcase around Canberra, building community awareness of local Aboriginal artwork.

The Indigenous Sport program (ISP) facilitated a NAIDOC Sports Day for the community.

The ACT Mobile Library Service visits the Winnunga Nimmityjah Aboriginal Health Centre in Narrabundah on a monthly basis where this collection is accessible to Indigenous people. The Library service continues

with the development of a collection program that acquires material which reflects both traditional and contemporary Indigenous culture.

The 2009 Canberra and Region Heritage Festival program held in April 2009, took on a theme of 'Space'. The Festival celebrated the Territory and the surrounding region's rich Aboriginal, natural and built heritage. In particular, the Tidbinbilla Extravaganza highlighted our Indigenous past and present, the early European settlers and its magnificent setting.

Healthy Environments

Sport and Recreation Services continue to run an Indigenous Sport Program that aims to encourage active participation and skill development of Indigenous people in sport.

SRS conducts the ISP with an Indigenous Sport Development Officer (ISDO) who coordinates the program and also compliments the Sport and Recreation Development team.

The ISP services Indigenous communities and their members for the ACT as per the signed service agreement with the Australian Sports Commission. An operational plan is developed annually to achieve national ISP outputs of:

- Encouraging members of the community to make life long participation a goal so that full health and social benefits of physical participation can be realised
- Deliver flexible, effective sport and recreation programs that are focused on whole-of-government outcomes.

Highlights achieved by SRS in 2008–09 included:

- Continued employment of an ISDO to coordinate sport and recreation programs for Aboriginal and Torres Strait Islander people and communities in the ACT and surrounding region
- In partnership with local sporting organisations, develop and implement targeted sports that assist Indigenous children and families to develop skills and confidence to lead into mainstream sporting clubs and activities
- Provision of cultural awareness training to service providers, offering a basic understanding and appreciation of culture, protocol, history and issues affecting Indigenous Australians, promoting awareness and experience in a sport specific environment
- Regular consultation with Aboriginal and Torres Strait Islander communities within the region to gain feedback on existing programs and suggestions for future programs. This has included meeting with key Indigenous groups and holding annual planning forums and various consultations across the region to inform the community of the roles and responsibilities of the ISP.

The ISP office has developed strong networks with ACT Government agencies to assist with program development and provide access to additional funding and resources. The ISP attends ongoing community forums that discuss and address a number of relevant issues for participation in sport. This provides professional development opportunities towards better school and community linked programs.

SRS recognise the vital role sport and physical activities plays in contributing to the health and well being of Indigenous people and their communities. The ISP has regular consultations with key community organisations and their members regarding:

- Sporting forums and workshops to benefit Indigenous sport
- Provide support and assistance to junior sport
- Provide development pathways and linkages in various sports
- Advise community members of relevant sport and recreation policies, guidelines and plans that are available
- Inform sport and mainstream providers of activities and programs.

Improved Economic Opportunity and Sustainability

TAMS has been developing an Aboriginal and Torres Strait Islander Employment Strategy with the objective of creating employment, training opportunities and enabling retention of Indigenous employees across the department.

The Employment Strategy focuses on the following categories:

- Promotion and marketing of the Employment Strategy to stakeholders, internally and externally
- Ensuring recruitment and selection procedures are culturally sensitive and encourage Aboriginal and Torres Strait Islander representation across all levels of employment
- Retention and support strategies that encourage a supportive and culturally friendly workplace for Indigenous employees

- Development of non-Indigenous employees capabilities to work sensitively and more effectively with existing and new Aboriginal and Torres Strait Islander employees
- Developing and Strengthening Community Relationships and Partnerships to create employment opportunities for Aboriginal and Torres Strait Islander people.

Two trainees completed their training in 2008–09 as part of the Indigenous Traineeship Program for 2007–2009. As part of the program, the trainees successfully obtained the NSW TAFE Certificate III in Conservation and Land Management – Indigenous Land Management and gained full-time employment with the department.

TAMS also participated in the ACTPS Indigenous Traineeship program.

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C.21 Ecologically Sustainable Development

TAMS undertakes as part of its core business, activities that look to ensure ecologically sustainable development for Canberra's built and natural assets. This includes through its compliance activities including: the issuing of licences, the management of assets to address energy and water usage or looking to develop new programs for the community to utilise.

Part A – Resource Usage

As part of their direct operations, agencies are required to report on their resource use. It should be noted that as a result of the AAO changes,

information provided for this annual report can not be directly compared to previous annual reports. The inclusion and exit of various business units has resulted in a significant change in base data including staffing numbers, vehicle numbers and office space.

Data has been captured for two separate parts of the organisation. This represents two of the major office based areas for the Department. The Shared Services offices include: Eclipse House, 40 Allara Street, Dame Pattie Menzies House, Callum Offices and Records Services at Mitchell and occupying FTE staff. The other office data is for Macarthur House, however only headcount information is available for this building. It is intended that this information will be able to be incorporated into one report next financial year following the utilisation of Online System for Comprehensive Activity Reporting (OSCAR).

Occupancy and Area Office Space

Shared Services

Indicator as at 30 June 2009	Unit	2008-09
General		
Occupancy – office staff full-time equivalent	Numeric (FTE)	830
Area office space – net lettable area	Square metres (m2)	13,147.53

Macarthur House

Indicator as at 30 June 2009	Unit	2008-09
General		
Occupancy – office staff head count (HC)	Numeric (HC)	406
Area office space – net lettable area	Square metres (m2)	7485

Energy Use

Shared Services

Indicator as at 30 June 2009	Unit	2008-09
Stationary energy use		
Electricity use (total)	Kilowatt hours	3,213,275
Electricity use (office)	Kilowatt hours	3,213,275
Renewable energy use (GreenPower)	Kilowatt hours	Not available
Percentage of renewable energy used	Percentage	Not available
Gas use (total)	Megajoules	547,810
Gas use (office)	Megajoules	547,810
Total office energy use	Megajoules	12,115,600
Intensities (office)		
Energy intensity per office FTE	Megajoules / FTE	14,597
Energy intensity per square metre	Megajoules / m2	921.5

Macarthur House

Indicator as at 30 June 2009	Unit	2008-09
Stationary energy use		
Electricity use (total)	Kilowatt hours	Not available
Electricity use (office)	Kilowatt hours	2,902,902
Renewable energy use (GreenPower) plus energy from renewable source (land fills)	Kilowatt hours	870,870
Percentage of renewable energy used	Percentage	30%
Gas use (total)	Megajoules	Not available
Gas use (office)	Megajoules	4,237,674
Total office energy use	Megajoules	14,688,121
Intensities (office)		
Energy intensity per office head count (HC)	Megajoules / HC	36,178
Energy intensity per square metre	Megajoules / m2	1,962

Electricity figures for both tables have been annualised to reflect twelve months using eleven months of available data. Final data was not available from the supplier prior to development of this report.

Gas for Shared Services is for Callam Offices and Dame Pattie Menzies House only as gas is not used at other Shared Services sites. This figure has been annualised to reflect 12 months using 11 months of available data. Final data was not available from the supplier prior to development of this report.

Transport Energy

Transport Energy		TAMS (excluding ACTION buses)	ACTION BUSES
Total number of vehicles	Numeric	577	411
Transport fuel (Petrol)	Kilolitres	276	0
Transport fuel (Diesel)	Kilolitres	743	6,528
Transport fuel (LPG)	Kilolitres	38	0
Transport fuel (CNG)	Kilolitres	0	1,936
Transport fuel (Aviation)	Kilolitres	0	0
Total transport energy use	Gigajoules		381,705
Total transport energy use	(tonnes/CO2)	2,724	

Fuel consumption figures for TAMS vehicles (excluding ACTION buses) are for vehicles leased through Rhodium Asset Services and include passenger vehicles, utilities, four-wheel drives, light commercial, plant equipment, fork lifts and trucks.

Greenhouse Emissions

Information on greenhouse emissions was unavailable for 2008-09. The Department will work with DECCEW to implement OSCAR for the 2009-2010 reporting period.

Water Consumption

Shared Services

Indicator as at 30 June 2009	Unit	2008-09
Water consumption		
Water use (total)	Kilolitres	5,214.32
Water use (office)	Kilolitres	5,214.32
Intensities (office)		
Water use per office FTE	Kilolitres / FTE	Not available
Water use per square metre floor area	Kilolitres / m2	Not available

This is the water consumption data for Callam Offices, Record Services Mitchell and Dame Pattie Menzies House, as information on water usage at Eclipse House and 40 Allara is not available under contract arrangements as they are leased by the Government. Figures have been annualised to reflect 12 months using 11 months of available data. Final data is not

available from the supplier prior to development of this report.

Water use per office FTE and per square metre floor area cannot therefore be provided as not all areas have available water usage rates.

Macarthur House

Indicator as at 30 June 2009	Unit	2008-09
Water consumption		
Water use (total)	Kilolitres	Not available
Water use (office)	Kilolitres	5744
Intensities (office)		
Water use per office HC	Kilolitres / HC	14
Water use per square metre floor area	Kilolitres / m2	0.76

Resource Efficiency and Waste

Mixed Recycling, General Waste and Organic Waste

Shared Services

Indicator as at 30 June 2009	Unit	2008-09
Waste		
Estimate of waste to landfill (Co-mingled)	Litres or cubic metres	29,930 litres
Estimate of putrescible waste (Food and organic matter)	Litres or cubic metres	11,362 litres
Estimate of waste paper to landfill (Paper)	Litres or cubic metres	36,179 litres
Reams of paper used (carryover stock + total year order - remainder)	Reams	23,078
Total of waste paper recycled	Litres or cubic metres	185,520 litres
Total waste greenhouse gas emissions	Tonnes CO ₂ -e	Not available
Resource Efficiency		
Estimate of putrescible waste per FTE	Litres or m ³ / FTE	Not available
Total office paper used per FTE	Reams / FTE	27.8 reams
Percentage of paper recycled	Percentage	Not available
Estimate of total co-mingled office waste per FTE	Litres or m ³ / FTE	Not available

Estimates for waste to landfill, putrescibles waste and waste paper to landfill are based on data provided by ANU GreenSteps waste audit conducted on 28 November 2008 at Eclipse House and 2 December 2008 at 40 Allara Street – the GreenSteps program included Dame Pattie Menzies House, however waste disposal data was not able to be collected for this building. GreenSteps was not undertaken at Callam

Offices or Record Services, Mitchell. However, Shared Services plans to implement findings across all Business Units.

Calculation for percentage of recycled and co-mingled office waste per FTE can not be supplied as not all Shared Services locations could provide data this year.

Macarthur House

Indicator as at 30 June 2009	Unit	2008-09
Waste		
Estimate of waste to landfill (Co-mingled)	Litres	200,720
Estimate of putrescible waste (Food and organic matter)	Litres	138,320
Estimate of waste paper to landfill (Paper)	Litres	690,560
Reams of paper used (carryover stock + total year order - remainder)	Reams	22,154.38
Total of waste paper recycled	Litres or cubic metres	
Total waste greenhouse gas emissions	Tonnes CO2-e	Not available
Resource Efficiency		
Estimate of putrescible waste per FTE	Litres/ FTE	307
Total office paper used per FTE	Reams / FTE	10.85
Percentage of paper recycled	Percentage	100% recycled – 487,000 60% recycled, 6000 50% recycled – 3,680,000 10% recycled – 58,000
Estimate of total co-mingled office waste per FTE	Litres or m ³ / FTE	Not available

Waste generation figures in 2008–09 were determined by the numbers of rubbish bins collected. Therefore, the figures reported below are the maximum possible amount of waste generation, as the bins are never completely full.

Total office paper used by FTE is based on whole of TAMS data of 2,042 FTEs as the total paper used throughout the Department is available via the whole of government stationery contract.

Waste Systems Provided

TAMS continues to have a number of programs in Macarthur House and other locations where possible, that contribute to workplace recycling and waste reduction. Organic waste collection bins have been placed in kitchens and signage developed to educate staff on recycling and composting. Similarly, dual-compartment desk side waste separation bins have been provided to ensure the separation of waste and recycling materials.

Part B – Ecological Sustainability as part of TAMS's Core Business

TAMS as part of its core business undertakes activities that support and incorporate ecological sustainability principles. These activities have been discussed within Section 9 A – 9 Analysis of Agency Performance. Some significant activities have included:

- Urban Forest Renewal Program
 - Action 25 of 'Weathering the Change – the ACT Climate Change Strategy 2007–25'. Funding was received to develop the program. A program manager has been appointed and an Expert Reference Group appointed to provide specialist input to help develop the methodology for the program.
- The Mulligans Flat Woodland Sanctuary project aims to restore woodland habitat to enable the reintroduction of some locally extinct species. The predator-proof fence was completed, with the removal of feral animals ready to commence.
- ACTION's Bike and Ride continued to grow in patronage.
- Green Vehicles Duty Scheme
 - Action 7 of 'Weathering the Change – the ACT Climate Change Strategy 2007–25'. Based on vehicle environmental performance, differential duty rates apply to the purchase of new vehicles in order to encourage the take up of green vehicles.
- Waste and Recycling Audits
 - Three audits were undertaken to provide information to inform future policy and public education activities to further reduce the amount of waste going to landfill in the ACT. The first studied household waste and recycling which found that these are

near maximum capacity but could be improved by recycling organic waste. The second audit examined the residual waste from the Materials Recycling Facility and provided information on the efficiency of the recycling process of that facility and identified targets for education campaigns. The last audit examined the types and amounts of waste sent to landfill.

- Waste management initiatives included:
 - 'Mobile Muster' bins installed in all Regional Recycling Centres to collect unwanted mobile phones
 - New system to ensure tyres delivered to the Mugga Land and Mitchell Resource Management Centres are recycled
 - Free drop-off point for fluorescent lamps and tubes.
- Management Plans for Namadgi National Park, Jerrabomberra Wetlands Nature Reserve and Googong Dam Foreshores are nearing completion. Work also commenced on a plan for the management of Tidbinbilla precinct including the release of a discussion paper.
- 'Integrated Transport Framework'
 - Released in August 2008, this provides a snapshot of current transport planning and travel patterns, identifies four integrated principles to frame the Government's transport decision-making in the future and gives an indication of future directions for transport in the ACT.
- Reduction in portable water usage by Yarralumla Nursery
 - Action 1 of 'Weathering the Change – the ACT Climate Change Strategy 2007–25'. The nursery doubled the free plant issue scheme to new home owners in the ACT.

This has had a positive influence on the take-up of the scheme.

- 'Where Will We Play' Strategy
 - ACT Water Management Plan in relation to sportsgrounds was completed. It details a number of priority capital works projects to progress with the view to reducing the reliance on portable water to irrigate priority sportsgrounds in Canberra. This completed the suite of consultation reports undertaken to guide the "Where Will We Play" decision making.
- Sports Turf Institute was commissioned to undertake an audit of 28 sports field irrigation systems across the ACT, including evaluating each using qualitative and quantitative assessment criteria. This will provide a benchmark for Sport and Recreation Services on the current condition of the system and future options regarding system efficiencies and reduction in water consumption.

Other actions undertaken by TAMS business units includes:

ACTION

ACTION is committed to reducing its carbon footprint. In order to achieve this, in 2008–09 ACTION engaged an organisation to assist in the development of a climate change response and sustainability strategy.

ACT Property Group

The ACT Government, through ACTPG, purchased 23 per cent of all electricity consumed from renewable energy sources. This meets the target set for 2008–09. The percentage can vary marginally from site to site dependant on metering arrangements, however total ACT Government consumption is 23% renewable

sourced. During 2008–09 ACTPG negotiated with ActewAGL to purchase a total of 30% of all energy from renewable energy sources from 1 July 2009. This variation to the contract included the purchase of accredited GreenPower electricity where renewable energy is sourced from commercial sources.

ACT Property Group ensures compliance with the procurement principle 'environmental sustainability' when purchasing goods, services and works for building maintenance, management and government leasing activities. ACTPG has developed an ACT Government Real Estate Policy which compiles relevant environmental sustainability policies and principles. The policy will be complemented by a set of Government Real Estate procedures that will describe the statutory requirements that must be followed by all government agencies and authorities. The policy and procedures are consistent with the Government's Climate Change Strategy 'Weathering the Change'.

It is ACT Government policy that new office accommodation sub-leases are sought in buildings that have a National Australian Built Rating System (NABERS) rating of 4.5. The ACT Government's Office Fit-out Guidelines meet water efficiency measures, public transport accessibility and provide bicycle facilities.

The focus in 2008–09 was on upgrading heating and cooling systems to more energy and water saving options where appropriate. This included the installation of air cooling devices that do not utilise water to achieve cooler air.

ACT Property Group will continue to examine the energy usage of the government owned and occupied buildings for which it is responsible. Where appropriate, the Group will continue to work with agencies to assist them reduce energy usage.

Shared Services

During the year Shared Services has encouraged staff to think sustainably, especially when purchasing office products; and as a consequence there has been a shift to purchasing paper with a higher recycled content and an increase in the purchase of more sustainable.

The main initiative this year was in conjunction with the Australian National University (ANU). Shared Services engaged two qualified students to undertake an environmental audit known as Green Steps. The audit was carried out in buildings occupied by Shared Services and was conducted in three parts: waste, energy and water.

During the audit the students gathered information through research, observation and staff surveys. From the information gathered, baseline consumption figures were established and a strategy was developed to reduce waste going to landfill and reduce the consumption of energy and water across Shared Services.

The Shared Services Green Team is working to implement the strategies from the program, which will complement and enhance current programs such as paper and cardboard recycling, toner cartridge recycling, mobile phone recycling, purchasing of recycled paper and other 'green' office supplies, co-mingle recycling, sensor (movement and illumination) lighting, computer auto-standby procedures, onsite secure bike storage, bike pool and use of bus tickets for staff attending meetings as green transport options.

InTACT

Sustainable Initiatives currently underway include:

- Standard power saving options on InTACT delivered desktops and monitors which includes the automatic move to "stand-by" and hard-drive shutdown after a period of no use
- Reducing the power consumption of ACT government PCs initiative is in place within Shared Services and the Legislative Assembly. Efforts are being made to encourage other agencies through IM/ICT Committees to take the reduction of ICT power consumption on board
- Lifecycle refresh of InTACT's PC fleet has been increased from three to four years which lessens environmental impact
- InTACT's disposal requires companies have an AS14001 certification to ensure environmentally safe disposal. InTACT is currently working towards a holistic disposals policy and process and will take into account environmental issues. Any associated tenders and contracts will require the compliance with best practice disposal in accordance with the ISO 14000 Environmental Management Standards
- InTACT has been utilising virtualisation technologies for a number of years to consolidate and maximise the utilisation of server hardware. This has seen a reduction in power utilisation compared to a full physical implementation. The intention over the coming months is to work with Agencies to maximise the utilisation of server technology and minimise the environmental impact.

The efficiency and environmental impact of data centres has been closely looked at, including:

- Improving efficiency and reducing power requirements for cooling through the consolidation of numerous small air-conditioning units into fewer more efficient large cooling units
- Investigating “free air” cooling that utilises a strategy of filtering outside air to cool data centres during Canberra’s winter months rather than powering air conditioning units.

Procurement Solutions

Sustainability encompasses environmental, economic and social outcomes. Amendments to the *Government Procurement Act 2001* reflect this by adopting a principle that procurements will aim to optimise whole of life costs. Sustainability elements should be considered as a part of the determination of whole-of-life costs.

Whole of Government Human Resources

Reduction in paper form usage has been assisted by the roll-out of HR21 across ACT Government agencies. HR21 is the employee self-service module of the Chris21 Human Resource System, which is currently configured with standard functionality for users to view personal HR information, update relevant details where appropriate and apply for personal and annual leave. In addition, delegates are also able to electronically approve or decline leave as well as view staff emergency contact details and view staff leave taking in several different formats to assist with management decision making.

Future Directions

Due to Departmental changes, significantly the transfer of the Sustainability Programs and Projects business unit, the implementation of OSCAR for TAMS was unable to be implemented in 2008–09. Discussions have already commenced with DECCEW for the early introduction of OSCAR in the 2009–10 financial year. The OSCAR system will allow TAMS to consistently collect all data including fuel, energy usage, greenhouse emissions, waste management and water consumption. This will enable TAMS to better report on energy usage in government-owned buildings and facilities.

Among the initiatives aimed at achieving more sustainable use of government office accommodation, ACTProperty Group will be implementing a program of installing ‘smart meters’ in its large government owned office buildings. ACTPG is also looking at possible investment opportunities to improve sustainability performance of buildings, e.g. installation of different lighting systems, more efficient heating, ventilation and cooling.

In addition, ACTPG is a member of the Government Property Group (GPG), which consists of all State and Territory Property Groups, which has been actively working on a national framework for sustainable office buildings. GPG members are also working with the Commonwealth Government’s National Framework for Energy Efficiency to produce a national green lease policy. The ACT Government Real Estate Policy provides the framework for including standard clauses in a national policy into ACT Government sub-leases.

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C.22 ACT Women's Plan

Representation and Recognition

The TAMS Women's Committee continued to meet throughout 2008–09, affirming its commitment to improving workplaces for women. The current membership of 12 people includes four men and eight women.

In recognition of International Women's Day (IWD), TAMS staff participated in events held across the ACT. TAMS actively supported staff in attending events throughout the year including IWD and Women in Management seminars.

Good Health and Wellbeing

The Improving Flexibility and Responsiveness of Work Practices resource book can be accessed to assist with getting management and supervisory level buy-in on improving flexible work practices.

Responsive Housing

This is not applicable to the operations of the department.

Safe, Inclusive Communities

The 'round town program provides access to events in local areas across the ACT, which among other objectives assisted in addressing issues of social isolation for women. During 2008–09 there were 26 'round town events held across Canberra. The estimated attendance at these events was 54,000 people. A special Mother's Day event was held on 10 May 2009. The event raised \$7,600 for local and international women's programs.

Economic Security and Opportunities

This is not applicable to the operations of the department.

Flexible Education and Training

TAMS sponsored 10 women to participate in the Women's Springboard Development Program. The opportunity was open to all TAMS staff and a selection process decided on final participants. Evaluation of the program highlighted the benefits that staff gained including learning new skills, in particular goal setting and presentation skills.

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SECTION A

SECTION B

SECTION C

APPENDICES

LISTS

50-80



APPENDICES

ACT Heritage Council

Legislative Framework and Functions

The ACT Heritage Council (the Council) is established under the *Heritage Act 2004*. The Council's functions include advising the Minister about a range of heritage of issues including:

- Criteria by which the heritage significance of places and objects is to be determined
- Incentives for the conservation of the heritage significance of heritage places and heritage objects
- Promotion of public awareness of heritage places and heritage objects, as well as other matters relating to heritage significance in the Territory.

Membership

In addition to two permanent members, the Chief Planning Executive of ACTPLA and the Conservator of Flora and Fauna, a maximum of nine expert members are appointed to the Council by the Minister.

The Chief Minister appointed the new ACT Heritage Council under the *Heritage Act 2004* for a period of three years beginning on 28 April 2008. A total of nine members were appointed, six with expertise in various disciplines and three public representatives.

Membership of the ACT Heritage Council at 30 June 2009

The tenure of the membership is from 28 April 2008 to 28 April 2011.

- Dr Michael Pearson (Chair)
- Dr Dianne Firth (Deputy Chair)

- Mrs Louise Brown
- Dr Lenore Coltheart
- Mr David Johnston
- Mr John Kemister
- Dr Warren Nicholls
- Mr Colin Stewart
- Mr Josip Zivco

Meetings

Six ACT Heritage Council meetings were held during the year. Apart from fulfilling legislative requirements in relation to heritage registrations and providing advice on development applications referred to it by ACTPLA, the Council also advised the Minister on major policy issues relating to Tharwa Bridge and the conservation of Canberra's 19th century rural heritage, as well as significant 20th century architecture.

Taskforces

During 2008–09, the taskforce system used by the Council continued to provide opportunities for members to participate in a number of projects. Papers were also circulated for members to consider out of session as part of the means by which the Council conducts its business.

A total of 18 taskforce meetings were held during the year.

Development Applications Taskforce

The Taskforce continued to consider development applications referred to it by ACTPLA. The Taskforce, whose membership consisted of Dr Michael Pearson, Mr Josip Zivko and Dr Dianne Firth, held six meetings.

Heritage Grants Taskforce

The Taskforce met once in 2008–09 and made recommendations for the 2008–09 ACT Heritage Grants Program. The members of the taskforce were Mr John Kemister, Mr Colin Stewart, Mr David Johnstone and Dr Warren Nicholls.

Register Assessment Taskforce

The Register Assessment Taskforce was re-established and continued its work of assisting to review and update the ACT Heritage Register to reflect the full range of the ACT's heritage. Membership of the Taskforce consisted of Dr Michael Pearson, Dr Dianne Firth, Dr Lenore Coltheart, and Dr Warren Nicholls. The Taskforce met three times during the year.

Aboriginal Heritage Taskforce

Membership consists of Dr Michael Pearson, Mr David Johnston, Ms Louise Brown and Dr Warren Nichols. The Taskforce met six times during the year to coincide with each of the Council meetings. In addition, they considered a number of issues out of session to provide guidance on more complex issues.

The Taskforce continued with the development of the Aboriginal Heritage Guidelines with a view to having them implemented in the coming year. The Taskforce also approved new protocols to increase engagement with the Representative Aboriginal Organisations, seeking their greater input into the impact of developments on Aboriginal heritage values. The Taskforce also encouraged the archaeological contractors working in the region to consider the standardisation of predictive and field methodologies when areas are being examined.

Conservation Management Plan Taskforce

The CMP Taskforce was established in 2008–09 to consider CMPs submitted to Council for endorsement. The Taskforce met twice during the year and consists of Dr Michael Pearson, Dr Lenore Coltheart and Mr John Kemister.

Promotion of Heritage Awareness

The ACT Heritage Council held or supported a diverse range of activities, events and projects aimed at promoting and celebrating the ACT's heritage. The largest of these was the 2009 Canberra and Region Heritage Festival. Held in April 2009, the Heritage Celebrations continue to serve as an important vehicle for heritage promotion, awareness and education. In 2009, the Heritage Celebrations involved a 16 day program of over 70 events. The theme for the 2009 Heritage Festival was 'Space'.

An ACT Heritage newsletter titled *Heritage Talks* was a new initiative to raise the profile of heritage in the ACT. This bi-annual six page newsletter was issued in August 2008 and February 2009. Available at shopfronts, libraries and at special interest groups, as well as on the TAMS website, the publication has regular features including a centenary article, the profile of a Heritage Council member, *Canberra Tracks* self drive heritage trails and a helpful 'did you know' section.

Inter-Government Relations

Heritage Chairs and Officials of Australia and New Zealand Forum

The Chair of the ACT Heritage Council and the Council Secretary participated in this Forum in Canberra in August 2008 and in Adelaide in February 2009. The

role of the Forum is to provide for the exchange of information across jurisdictions (Australia and New Zealand) and the sharing of knowledge, expertise and experiences. It also develops agenda papers for the Environment Protection and Heritage Ministerial Council.

ACT Heritage Grants Program

2008–09 Program

The 2008–09 program funded 24 projects totalling \$278,729. The ACT Heritage Grants Program is the primary source of funding for individuals and community organisations involved in heritage conservation in the ACT. The Heritage Council provides advice to the Minister on the grants program.

Conserving Aboriginal Heritage

Aboriginal Heritage Strategy

The ACT Heritage Council Unit finalised a cooperative project with fire management officers in PCL to identify the conditions under which land management activities may be undertaken without compromising heritage values. Final procedures have yet to be submitted to the Heritage Council for endorsement and introduced as standard practice for land management activities.

The Aboriginal Taskforce of the Council reviewed and commented on drafts of the Guidelines for the Management of Aboriginal Heritage in the ACT. The Guidelines are currently being prepared for community and professional consultation before being finalised.

Heritage Register

Register Backlog

The Heritage Council continued the project established in 2008–09 to process the backlog of historic places and objects nominated to the Heritage Register over many years. 12 places have been assessed and had decisions on provisional registration made and a further 18 places have had decisions on final registration made.

New ACT Heritage Register Online

The Heritage Unit continued building an integrated database and GIS to manage the Register and improve the accessibility of the Register. The website is currently being upgraded to include an improved heritage list and a complete set of Register entries for provisional and fully registered sites.

Administrative Support

The Heritage Unit of TAMS continued to provide administrative support for the Heritage Council during 2008–09.

Remuneration

Entitlement

Council members are entitled to remuneration in accordance with the *ACT Remuneration Tribunal Act 1995* (Statement Number 190 – part time holders of Statutory Offices).

2008–09 Payment

Remuneration paid to Council members during the year totaled \$33,233.

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Animal Welfare Authority

Legislative Framework and Functions

The *Animal Welfare Act 1992* (the Act) establishes the Animal Welfare Authority (the Authority) with statutory functions associated with the administration of the Act. The Executive Director of Environment and Recreation, TAMS, is appointed as the Authority.

The Authority publishes and circulates Codes of Practice for animal welfare throughout the Territory. People may also apply to the Authority under Section 26 of the Act for a licence to either use or breed animals for research and teaching. The Act provides that people may apply to the Authority for permits to conduct a circus using animals other than those prohibited under the Act (Section 53) or trap animals for commercial, domestic or private purposes (Section 64). The Act also authorises the Authority to appoint people either as inspectors or authorised officers.

As at 30 June 2009, two inspectors from the RSPCA (ACT), one authorised officer from Environment Protection Agency and all serving AFP officers were authorised under the Act.

2008–09 Activities

Amendments to the *Animal Welfare Act 1992*

There were no amendments to the Act during this period.

Codes of Practice

The Animal Welfare Advisory Committee (AWAC) has reviewed three Codes of Practice under the Act:

- The Animal Welfare (Animal Boarding Establishments) Code of Practice (No. 2)
- Animal Welfare (Domestic Poultry) Code of Practice
- Animal Welfare (Animals Used on Film Sets) Code of Practice.

Reviewed Codes of Practice are referred to stakeholders for comment and returned to AWAC for final editing prior to being recommended for adoption by the ACT Government.

Codes of practice currently under review are:

- Welfare of Dogs
- Pet Grooming Establishments
- Sale of Animals in the ACT
- Care of Orphaned, Sick or Injured Native Animals.

Animal Research Licences

Under Section 27 of the Act four licences were issued.

Circus Permits

Under Section 54 of the Act one permit was issued.

Animal Trapping Permits

Under Section 63 of the Act two permits were issued.

Appointment of Inspectors

Under Section 76 of the Act, two RSPCA inspectors were reappointed.

Investigations

A total of 918 complaints regarding the alleged mistreatment of animals were investigated during the year by inspectors from the RSPCA (ACT). The complaints related to companion animals in urban and rural areas, stock animals in rural areas and companion animals at commercial establishments.

Prosecutions

Seven cautions were issued. Two current investigations may lead to possible prosecutions under the *Animal Welfare Act 1992*. Four matters are currently before the courts. One prosecution was completed during the year. The defendant was found guilty of neglecting an animal so as to cause pain and was fined \$500 plus court costs.

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Conservator of Flora and Fauna

Conservator of Flora and Fauna

The Executive Director of Environment and Recreation, TAMS holds the office of the Conservator of Flora and Fauna. Established by the *Nature Conservation Act 1980*, the Conservator of Flora and Fauna has additional responsibilities under the *Planning and Development Act 2007* and the *Tree Protection Act 2005*.

Nature Conservation

The Conservator acts on issues that affect the conservation matters embodied in the *Nature Conservation Act 1980*. This relates, in particular, to protecting native plants and animals, including the administration of a licensing system for the taking, keeping, selling, importing, exporting, disturbing, displaying and killing of native plants and animals, managing the nature reserve system and protecting and conserving threatened species and ecological communities. Activities undertaken during the year include the activities listed below.

Native Animal and Plant Licensing

The following licences relating to plants and animals were issued in 2008–2009:

Activity Licences

The number of 'keep' licences issued was 652. These include the private and commercial keeping of native animals including birds, reptiles, amphibians and a small number of exotic species.

- Import a native animal into the ACT – 52
- Export a native animal from the ACT – 29
- Take a native animal from the wild (these are entirely for scientific research and later release purposes) – 59
- New keep licences to keep a native animal – 95
- Remove and/or interfere with the nest of a native animal (these are entirely related to authorised tree removal and result in the relocation of the nest and animal) – 7.

Licences Issues Under the Fisheries Act 2000

Import/export live fish (these are entirely related to the pet retail industry) – 12.

Investigations

Six investigations were conducted during the financial year:

- One offender was fined in court (*Nature Conservation Act* offence and *Domestic Animal Act* offences)
- One offender was issued a formal caution (*Nature Conservation Act* offence)
- Four investigations are still active (two pending court action).

Conservation Offences

Regular liaison occurred between PCL, Rangers and the AFP Rural Patrol. Minor offences, such as walking a dog off a lead in a reserve area, were reported during the year. Other offences which were recorded for information only, included motorcycles in the reserves and vandalism to assets and amenities, including graffiti and fence damage.

Land Management

The Conservator is responsible for managing public land identified in the Territory Plan in accordance with the management objectives specified in Schedule 3 of the *Planning and Development Act 2007*.

Plans of Management

Namadgi National Park Revised Draft Plan of Management

The Legislative Assembly Standing Committee on Planning and Environment completed their inquiry into the plan in August 2008. The Government is preparing a response to the recommendations made by the Standing Committee. Completion of the final plan is expected in 2009. The final plan will replace the original management plan for the park adopted in 1986.

Jerrabomberra Wetlands Nature Reserve Draft Plan of Management

The draft plan has been revised in response to public consultation. It will be sent to the Minister for Planning for referral to the Legislative Assembly Standing Committee on Planning, Public Works and Territory and Municipal Services in 2009. When finalised, the plan will replace the 1994 management plan for the Reserve.

Tidbinbilla Precinct New Plan of Management

The Tidbinbilla precinct now includes Tidbinbilla Nature Reserve, Birrigai Special Purpose Reserve and the former pine plantation area, Jedbinbilla (previously known as Block 60 Paddys River). Revision of the 1999 Tidbinbilla Nature Reserve Management

Plan commenced with the release of a discussion paper in December 2008. The discussion paper was the first step in the process of seeking community views on current and proposed management policies for the Tidbinbilla precinct. A draft Plan of Management will be prepared in 2009 and released for community comment.

Googong Foreshores Plan of Management

The Draft Plan of Management was released for public comment in September 2007 and has now been updated in response to the submissions received. Additional requirements were incorporated into the plan as a result of negotiations with the Commonwealth regarding the lease to the ACT of the Googong Dam Area. The draft final plan will be sent to the Minister for Territory and Municipal Services for approval prior to Cabinet circulation and circulation to the Commonwealth for comment. It is expected that the final plan will be approved in 2009–2010.

Other Statutory Requirements met under the *Planning and Development Act 2007*.

The Conservator was consulted on two Draft Variations to the Territory Plan (Section 61) and made recommendations on five licences affecting public land (Section 303).

Tree Protection

The Conservator is responsible for making decisions on applications to undertake defined tree-damaging activities on trees on leased urban land that meet the criteria for protection in the *Tree Protection Act 2005*.

Application Decisions

The Conservator made decisions on 1,842 applications for a Tree Damaging Activity. Of these, 1,355 were granted approval with conditions and 467 were declined. Eighty-eight reconsideration requests were received, with 34 decisions being changed.

Appointment of Advisers

The Conservator retained the following people as members of the Tree Advisory Panel:

- Mr Phillip Unger
- Dr Peter Coyne
- Mr Tony Fearnside.

The Tree Advisory Panel provides advice to the Conservator regarding the functions provided under the Act, including applications for approval to remove or otherwise damage a protected tree.

As of 1 August 2009 the role of Conservator of Flora and Fauna will transfer to DECCEW.

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Report of the Director of Territory Records

Introduction

Section 33 (1)(f) of the *Territory Records Act 2002* (the Act) requires the Director of Territory Records to report annually to the Assembly on the application of the Act. The Act applies to every agency of the ACT Government and establishes a records regime that regulates the way that the records of government are created, managed and made available for public access.

During 2008–09, agencies continued to implement better records management practices and procedures to meet their obligations under the Act. Additional focus was provided in a report by the ACT Auditor-General into ‘Records Management in ACT Government Agencies’ (No. 3/2008). The Director supported the work of agencies in improving recordkeeping practices in response to the Auditor-General’s review. He liaised with the Territory Records Advisory Council, government agencies and other organisations and individuals to facilitate greater understanding of records management practices, to identify better-practice procedures and to review legislation and codes as required.

The opening of older ACT Government records to public access, which commenced on 1 July 2008, continued to absorb agencies’ efforts as the processes for access became firmly established.

At the launch of ‘The Bush Capital’ by Roger Pegrum in December 2008, the Chief Minister and Minister for Territory and Municipal Services, Mr Jon Stanhope, MLA, noted that:

“All histories are mixed. All stories are complex. Ours is no exception. And by and large ours is an untold history. The ACT Government believes every Canberran should have opportunities to learn about our city’s past and provenance.”

Public awareness of the availability of ACT Government records is increasing and it is pleasing to observe the enthusiasm of local researchers in having this access.

Roles and Responsibilities

The Director of Territory Records

In carrying out the broad range of functions listed in Section 33 of the Act, the Director works closely with each agency’s Chief Executive and nominated Records Manager. The Director’s role includes:

- Providing advice on better records management practice
- Advising on the development of the agency’s Records Management Program
- Reporting on the agency’s compliance with their program
- Coordinating the locating of files to meet public requests for access.

The Territory Records Advisory Council

The third Territory Records Advisory Council met four times during 2008–09. Chaired by Mr Steve Stuckey, other members are Ms Veronica Pumpa (Deputy Chair), Ms Jill Caldwell, Ms June Penny, Dr David Headon, Mr Greg Wood, Ms Rebecca Stubbs, Mr Andrew Kefford and Mr David Wardle.

The Council’s role is to advise the Director. The Director benefits from the extensive records management

experience and deep commitment to the role of recordkeeping in good governance possessed by members of the Council, who represent a broad spectrum of stakeholder interests in our community. The wide-ranging advice of Council includes the development and review of standards and codes for records management, the disposal of government records and the preservation of records about Aboriginal and Torres Strait Islander heritage in the ACT. Minutes of meetings are available on the Territory Records Office website.

The Council of Australasian Archives and Records Authorities

The Director represents the ACT at the bi-annual meeting of Council of Australasian Archives and Records Authorities to ensure that ACT records management remains consistent with other Australian jurisdictions and Australian better practice. Recent issues discussed have included the adequate retention of records held on behalf of Governments by contractors and the provision of public access to records.

The Territory Records Office

The Territory Records Office (TRO) carries out the work program of the Director of Territory Records. In addition to developing records management Standards, Guidelines and Advices, the TRO:

- Provides advice to agencies
- Maintains the whole-of-government records management thesaurus
- Provides support for the Territory Records Advisory Council
- Assists members of the public in finding records of interest to them.

Issues for ACT Government Records Management

Auditor-General's Report

On 26 June 2008, a Performance Audit Report (No.3/2008) by the ACT Auditor-General, 'Records Management in ACT Government Agencies', was tabled in the Legislative Assembly. The purpose of the audit was:

"to determine whether agencies' record keeping policies, systems and procedures are in accordance with relevant legislation, government policies and accepted record keeping standards and principles".

Audits were undertaken in a number of agencies, and included the role of the TRO in overall records management.

The Report provided a valuable, independent view of the significant progress made by all agencies since the passage of the *Territory Records Act 2002*. At the same time, the Report found that no agency consistently demonstrated better practice. The Government's response to the Committee made clear that continuing improvement in the management of Territory records is required. All agencies and the TRO are involved in upgrading recordkeeping processes.

Compliance

The Director's role is to monitor agencies' levels of compliance with their own Records Management Programs. In the lead-up to the commencement of Part 3 of the Act on 1 July 2008, providing public access to records, the Director's compliance focus was on agency preparation for public access. This has continued in 2008–09.

As part of the agency Annual Report process, the Principal Officer of each Territory agency must report on their agency's compliance with the Act. This provides another assessment of the implementation and operation of the agency's Records Management Program and establishes the basis by which an agency makes and keeps full and accurate records of its activities.

To assist agencies with their records management practices, two new Standards for Records Management and their associated Guidelines were issued during the year. These relate to the 'Physical storage of records' and to 'Business continuity and records management'.

The consolidated ACT Government records management thesaurus, which ensures consistency of records titling across all agencies, was further expanded by the TRO. Agencies invested time and resources in developing new Records Disposal Schedules and those submitted by ACT Health, DET, JACS and ACTEW Corporation were approved.

The Director works closely with agencies' nominated Records Managers. A Records Managers Forum meets six times a year to provide updates from the Director and the sharing of information between agencies. In addition, the Director and TRO staff members are available to address queries that arise at other times.

Review of the Standards for Records Management and the Act

Having been in operation for five years, it was considered important to review the first five Standards for Records Management to ensure they are still robust and fit-for-purpose. An evaluation was

conducted by an independent consultancy firm and input was obtained from all agencies, the Records Managers Forum and the Territory Records Advisory Council. To review the effectiveness of each Standard also required an assessment of the associated Guideline. The review also included the whole-of-government records management thesaurus and the Records Disposal Schedule for administrative records. The revised Standards have now been notified.

Section 58 of the *Territory Records Act 2002* requires the Minister to review the operation of the Act as soon as practicable after 1 July 2009 and report to the Assembly within a year. Preparations have now commenced for this Review.

Public Access to Records

Since 1 July 2008, members of the public have maintained a right of access to government records that are over 20 years old. All records are open unless subject to a Section 28 Declaration under the Act.

In its first year of operation, Part 3 of the Act, giving public access to records, has operated successfully; with an increasing number of researchers requesting and arranging access to the records they require. The number of finding aids to ACT Government records was expanded during the year and a start was made in developing research guides to provide a greater level of information on a range of subjects.

The 'What's New' page of the TRO website lists new finding aids. It also provides a 'Find of the Month'; an interesting piece of information that has come to light in the course of identifying government records. Recent examples have focused on the 1962 compulsory chest x-ray program for tuberculosis,

a Ginninderra school teacher from the 1920s, car registration papers from the 13th Governor General of Australia, Sir William Slim, the Ethos statue in Civic Square and the coat of arms of the City of Canberra.

100th Anniversary Celebrations – 2013

The Director gave consideration to proposing an ACT Centenary Archives and Heritage Centre as a project to celebrate the centenary of Canberra in 2013. The Centre would provide the physical infrastructure to ensure the ongoing preservation of appropriate records and objects in the custody of ACT Government agencies.

It would also build on the initiatives of records legislation in 2002 and public access to older records in 2008, by ensuring the preservation and continued community access to government archival records.

Future Directions

Two priorities must be addressed during 2009–10. The first is the legislative requirement to review the *Territory Records Act 2002* and the second is the continuing implementation of the Auditor-General's recommendations. Ongoing consultation with all stakeholders, including the Territory Records Advisory Council, will ensure the ongoing consistency, rigour and robustness of ACT's records regime.

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LISTS

Glossary

Climate change refers to any change in climate over time, whether due to natural variability or human activity. Scientific evidence shows that accumulated greenhouse gas emissions have already changed climate around the world and will continue to do so. The international debate about how to respond has shifted from simply cutting the emission of greenhouse gases (though this is still an important action) to learning how to live with the changes that are now inevitable.

Floriade is Canberra's annual festival of flowers, the biggest of its kind in Australia. Since its beginnings in 1988 Floriade has always been held in the heart of the city in Commonwealth Park, on the shores of Lake Burley Griffin. The word Floriade comes from the Latin word 'floriat', meaning 'to design flowers'. The name was inspired by other flower festivals held in the Netherlands, called Keukenhof and Floriade.

Greenhouse gases are heat-trapping gases that are a natural part of the atmosphere. They maintain higher temperatures at the earth's surface than would otherwise be possible. This phenomenon is called the greenhouse effect. However, sound evidence confirms that human activities, particularly the use of fossil fuels (coal, oil and natural gas), result in increases in the atmospheric concentrations of greenhouse gases (including carbon dioxide, methane and nitrous oxide). This is known as the enhanced greenhouse effect and is scientifically accepted as being primarily responsible for the rise in global temperatures recorded through the previous and current centuries.

Indigenous in the context of this annual report refers to both Australian Aboriginal and Torres Straight Islander peoples.

Light rail is a form of urban rail public transportation that generally has a lower capacity and lower speed than heavy rail and metro systems. The term is used to refer to modern streetcar/tram systems with rapid transit-style features that usually use electric cars operating mostly in private rights-of-way separated from other traffic but sometimes, if necessary, mixed with other traffic in city streets.

Nation Building – Economic Stimulus Plan On 5 February 2009 the Prime Minister, the Hon Kevin Rudd MP and State and Territory Leaders signed the National Partnership Agreement on the Nation Building and Jobs Plan: Building Prosperity for the Future and Supporting Jobs Now (now known as the Nation Building – Economic Stimulus Plan (ESP)) announced by the Prime Minister on 3 February 2009.

A small Taskforce was established in the ACT, with responsibility for overseeing the rollout of the planned infrastructure and construction in the ACT and for ensuring the ACT maximises the share of the stimulus package it receives. The Taskforce has also been tasked with identifying changes to systems, procedures, practices or policies that are required in order to meet the timeframes set by the Australian Government.

Outcomes are the results, impacts or consequences of actions by the government on the community.

Outputs are the goods and services produced by agencies on behalf of the government for external organisations or individuals.

Procurement is the acquisition of goods and/or services. It encompasses developing a business case, including risk assessment, approaching the market, assessing tenders or quotes, contract award, delivery of and payment for the goods and services and, where relevant, the ongoing management of a contract.

Sustainability is defined as forms of progress that meet the needs of the present without compromising the ability of future generations to meet their needs. Environmental sustainability refers to the environmental actions or impacts of what we do. In moving towards sustainability, we are attempting to reduce our ecological footprint or to tread more lightly on the Earth. This equates to reducing the amount of resources we use (and buy), the waste we produce and the emissions we produce.



List of Abbreviations and Acronyms

AAO	Administrative Arrangement Orders
ABC	Australian Broadcasting Commission
ACT	Australian Capital Territory
ACTAS	ACT Academy of Sport
ACTION	ACT Internal Omnibus Network
ACTCOSS	ACT Council of Social Services
ACTEW	ACT Electricity and Water
ActewAGL	ACT Electricity and Water Gas Light Company
ACTIA	ACT Insurance Authority
ACTION	ACT Internal Omnibus Network
ACTLIS	ACT Library and Information Service
ACTPLA	ACT Planning and Land Authority
ACTPG	ACT Property Group
ACTPS	ACT Public Service
AFL	Australian Football League
AFP	Australian Federal Police
AGIMO	Australian Government Information Management Office
AIIA	Australian Information Industry Association
AILA	Australian Institute of Landscape Architects
AIPM	Australian Institute of Project Management
APU	Approved Procurement Unit
AMWU	Australian Manufacturing Workers Union
ANU	Australian National University
ANZ	Australia and New Zealand
ANZSLA	Australian and New Zealand Sports Law Association
ARK	Animal Recovery and Disease Control Centre
ASG	Asset Services Group
ATO	Australian Tax Office
ATSIEB	Aboriginal and Torres Strait Islander Elected Body (ACT)
AWA	Australian Workplace Agreement
AWAC	Animal Welfare Advisory Committee
BOP	Bushfire Operational Plan
BPay	Bill Pay
CAG	Community Advisory Group

CCTV	Closed Circuit Television
CE&C	Community Engagement and Communications
CFMEU	Construction Forestry Mining Energy Union
CIT	Canberra Institute of Technology
CLS	Capital Linen Services
CMD	Chief Minister's Department
CNG	Compressed Natural Gas
CE	Corporate Express
COAG	Council of Australian Governments
COTA	Council on the Ageing
CPSU	Community and Public Sector Union
CRVC	Canberra and Region Visitors Centre
CSIRO	Australian Commonwealth Scientific and Industrial Research Organisation
CVA	Conservation Volunteers Australia
DA	Development Application
DAS	Domestic Animal Services
DDA	Disability Discrimination Act
DECCEW	ACT Department of Environment, Climate Change, Energy and Water
DET	ACT Department of Education and Training
DHCS	ACT Department of Disability, Housing and Community Services
DVD	Digital Versatile Disc
DWG	Designated Working Group
EAP	Employee Assistance Program
EEO	Equal Employment Opportunity
EPIC	Exhibition Park in Canberra
EPP	Environmental Noise Environment Protection Policy
ESA	Emergency Services Authority
ESL	English as a Second Language
ESP	Economic Stimulus Plan
ETS	Electronic Timing System
FBT	Fringe Benefits Tax
FIFA	International Federation of Association Football
FIT	Females in Training
FOI	Freedom of Information
FTE	Full-Time Equivalent
GDE	Gungahlin Drive Extension

GGS	General Government Sector
GIS	Geographic Information Systems
GPG	Government Property Group
GSO	General Service Officer
GST	Goods and Services Tax
HR	Human Resources
IA	Infrastructure Australia
IAMS	Integrated Asset Management System
IAP2	International Association for Public Participation
ICS	Integrated Customer Service
ICT	Information and Communications Technology
InTACT	The ACT Government ICT Provider
ISDO	Indigenous Sport Development Officer
ISO	International Organisation for Standardisation
ISP	Indigenous Sport Program
IP	Internet Protocol
IM	Information Management
IT	Information Technology
IWD	International Women's Day
JACS	ACT Department of Justice and Community Safety
JCGRG	Joint Community Government Reference Group
JUMCC	Joint Union Management Consultative Committee
LDA	ACT Land Development Agency
km	Kilometres
LED	Light-Emitting Diode
m²	Metres Squared
MBA	Master Builders' Association
MLA	Member of the Legislative Assembly
MS	Microsoft
NABERS	National Australian Built Rating System
NAIDOC	National Aboriginal Islander Day of Observance Committee
NCA	National Capital Authority
NCAA	National Capital Attractions Association
NGO	Non-Government Organisation
NightFest	Night Festival
NOWaste	NOWaste

NRL	National Rugby League
NRMA	National Roads and Motorists' Association
NSW	New South Wales
OCE	Office of the Chief Executive
OHS	Occupational Health and Safety
ORS	ACT Office of Regulatory Services
OSCAR	Online System for Comprehensive Activity Reporting
PAC	Public Accounts Committee
PEBU	Pre-Election Budget Update
PC	Personal Computer
PCL	Parks, Conservation and Lands
Pty Ltd	Proprietary Limited
RAFT	Remote Area Fire Team
RAIA	Royal Australian Institute of Architects
RAPS	Whole-of-Government Payment and Receipting System
REDEX	Rapid Express Direct Service
RFID	Radio Frequency Identification
RLCIP	Regional, Local and Community Infrastructure Program
RMF	Risk Management Framework
RMIA	Risk Management Institution of Australasia
RMSG	Risk Management Steering Group
RMRG	Risk Management Reference Group
RMWG	Risk Management Working Group
RSPCA	Royal Society for the Prevention of Cruelty to Animals
RTA	Roads and Traffic Authority
RTPIS	Real Time Passenger Information System
SAPU	Surgical Assessment Planning Unit
SBMP	Strategic Bushfire Management Plan
SEA	Special Employment Arrangement
SES	ACT State Emergency Service
SHR	Strategic Human Resources
SIAP	Strategic Internal Audit Program
SMT	Strategic Management Team
SRS	Sport and Recreation Services
SSGC	Shared Services Governing Committee
STAP	Sustainable Transport Action Plan
STP	Sustainable Transport Plan

TAMS	ACT Department of Territory and Municipal Services
TAFE	Technical and Further Education
TRAP	Transport Regulation and Planning
TPU	Tree Protection Unit
TRG	Transport Reference Group
TRIM	Total Records and Information Management
TRO	Territory Records Office
TVE	Territory Venues and Events
TWU	Transport Workers Union
UC	University of Canberra
UCI	International Cycling Union
WAT	Wheelchair Accessible Taxi
WESP	Work Experience and Support Program
Westfield W-League	Women's Football League
WHS	Workplace Health and Safety
WISE	Working in Safe Environments
WNBL	Women's National Basketball League
YMCA	Young Men's Christian Association

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ANNUAL REPORT 2008-2009

VOLUME 2 FINANCIAL REPORTS AND STATEMENTS OF PERFORMANCE

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Department of Territory and Municipal Services



ANNUAL REPORT 2008-2009 | VOLUME TWO

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Transmittal Certificate

Jon Stanhope MLA, Minister for Territory and Municipal Services, Minister for Transport
Andrew Barr MLA, Minister for Tourism, Sport and Recreation

ACT Legislative Assembly
London Circuit
Canberra City ACT 2601

Dear Ministers,

I present the Annual Report of the Department of Territory and Municipal Services, which is in two volumes. The first volume contains general information regarding the Department. The second volume contains the Department's financial reporting. The Report has been prepared under section 5 (1) of the *Annual Reports (Government Agencies) Act 2004*, and in accordance with the requirements referred to in the Chief Minister's Annual Report Directions. It has been prepared in conformity with other legislation applicable to the preparation of the Annual Report by the Department of Territory and Municipal Services.

I hereby certify that the attached Annual Report is an honest and accurate account and that all material information on the operations of the Department of Territory and Municipal Services during the period 1 July 2008 to 30 June 2009 has been included, and that it complies with the Chief Minister's Annual Report Directions.

I also hereby certify that fraud prevention has been managed in accordance with Public Sector Management Standard 2, Part 2.4.

Section 13 of the *Annual Reports (Government Agencies) Act 2004* requires that you cause a copy of the report to be laid before the Legislative Assembly within three months of the end of the financial year.

Yours faithfully,

Gary Byles
Chief Executive
Department of Territory and Municipal Services

10 September 2009



Statement of Reference to Subsumed and Annexed Reports

Jon Stanhope MLA, Minister for Territory and Municipal Services, Minister for Transport
Andrew Barr MLA, Minister for Tourism, Sport and Recreation

ACT Legislative Assembly
London Circuit
Canberra City ACT 2601

Dear Ministers,

This report complies with the directions set out by the Chief Minister's Department. As part of this compliance, some sections of the Territory and Municipal Services Annual Report are included as subsumed and annexed reports.

Annexed Reports are as follows:

*ACT Heritage Council
Animal Welfare Authority
Conservator of Flora and Fauna
Director of Territory Records.*

Subsumed Reports are as follows:

*ACTION
Australian Capital Tourism
Shared Services.*

I advise that the above sections are occasionally referred to throughout the body of the report. In instances of such referral, you should direct your attention to the relevant section in the annexed report for further information.

Yours faithfully,

Gary Byles
Chief Executive
Department of Territory and Municipal Services

10 September 2009

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DEPARTMENT OF TERRITORY AND MUNICIPAL SERVICES MANAGEMENT DISCUSSION AND ANALYSIS FOR THE FINANCIAL YEAR ENDED 30 JUNE 2009

General Overview

Objectives

Due to the Administrative Arrangements following Notifiable Instrument NI 2008-526 the responsibilities of the Department of Territory and Municipal Services (the Department) have changed to include Shared Services while selected sustainability and environment functions have been transferred to the new Department of the Environment, Climate Change, Energy and Water (DECCEW).

The Department continues to play a key role in building Canberra's environment, social, cultural and economic capital through the efficient delivery of a diverse range of services, while Shared Services expands this role to include cross government support services including information and communication technology, procurement, publishing, records management, and selected human resource and financial services.

The Department continues to plan, develop, manage and maintain Canberra's built environment including a range of Government properties, roads and streetlights, stormwater, bridges, and community paths.

The Department provides public transport and waste management services, libraries, Canberra Connect contact centres and online services, ranger and domestic animal services, linen, and plant nursery services.

The Department promotes the ACT as a tourist destination and cultivates living spaces for the enjoyment of the people of Canberra including the management of sporting programs, venues, sportsgrounds and community events.

The Department ensures compliance with Territory and national standards in areas such as heritage, transport regulation and road user safety. The Department also helps to ensure that the ACT's natural and cultural environments are protected, preserved and enhanced.

Changes in Administrative Structure

The Department of Territory and Municipal Services (TAMS) was formed on 1 July 2006 following Notifiable Instrument *Administrative Arrangement 2006 (No 2)* dated 15 August 2006. Notifiable Instrument NI 2008-526 *Administrative Arrangements 2008 (No 2)*, revisits the Departments' role through the transfer out of selected sustainability policy, and environment functions to DECCEW, and the transfer in of Shared Services.

Separate financial statements including a Management Discussion and Analysis have been included in this volume of the Departments' 2008-09 Annual Report for both Shared Services and ACTION.

Changes in Output Structure

Outputs 1.3: Sustainability, 1.5: Environment Regulation, and EBT: Office of the Commissioner for the Environment have been amended to reflect the revised Administrative Arrangements.

Risk Management

During 2008-09 the Department undertook a major review of its Risk Management Framework. A “top down, bottom up” approach to identifying and assessing risks has been implemented to ensure that both Strategic and Operational risks are identified. The Top 10 risks are now reviewed on a monthly basis by the Departments’ Strategic Management Team.

As part of this process, the Department has identified a number of risks which may negatively impact upon the future financial position of the Department. The more significant risks identified include:

a) Inability to meet government priorities

This risk includes the inability to deliver the government’s priorities, including the capital works program. Sources of risk can include inadequate resourcing and funding, and ineffective project management.

During the 2008-09 year business units were required to report every six months to the Departments’ Strategic Management Team on all major government priorities. The Strategic Plan for 2009-10 for the Department will reflect government priorities and a more comprehensive internal reporting and planning process against a balanced scorecard.

This risk is also being addressed by applying standard project management methodologies in all major procurement programs.

b) Rising costs of meeting the demands of a growing city and ageing infrastructure

The continuing growth of the City and its surrounds, coupled with ageing infrastructure and increases in input prices continues to pose significant challenges for the Department in meeting its service delivery obligations.

Work toward addressing this risk has commenced through a Steering Group with the responsibility for reviewing and coordinating asset management processes and systems. An upgrade of IAMS (Integrated Asset Management System) has also been implemented.

c) Loss of access to core information, records and ICT systems

This risk refers to a loss of access to core information, records and communications technology systems relied upon by TAMS and other agencies for a range of critical functions including RAPS (whole-of-government core receipting system), Rego ACT (a computer system used to manage the Road Transport Authority functions) and some communication systems within Canberra Connect.

A stabilisation project has been completed for RAPS and replacement options are being investigated. RegoACT undergoes a quarterly program of works for enhancement and is undergoing a server migration project. A review of the communication systems within Canberra Connect has been completed and a review of the recommendations is being undertaken.

d) Hazardous trees

This risk refers to the increased potential for personal injury and property damage caused by hazardous trees in the urban and non-urban areas of the ACT. The Government has dedicated funding through a targeted and reactive approach to the maintenance of trees, and has recently dedicated further funding toward the development of a cyclical maintenance program. The Urban Forest Renewal Program will look at replacement of 20,000 trees over the next four years.

Departmental Financial Performance

The following financial information is based on audited Financial Reports for the 2007-08 and 2008-09 financial years and the forward estimates contained in the 2009-10 Budget Papers. Where appropriate the 2007-08 audited results have been amended to reflect comparative disclosure requirements. The analysis provided below outlines the main trends and factors affecting the Department's financial performance for the year ended and the financial position as at 30 June 2009.

Net Cost of Services

	Actual 2007-08	Actual 2008-09	Amended Budget 2008-09 ¹	Budget 2009-10	Forward Estimate 2010-11	Forward Estimate 2011-12
	\$m	\$m	\$m	\$m	\$m	\$m
Total Expenditure	558.2	561.8	507.6	514.2	516.2	532.1
Total Own Source Revenue (including Gains)	198.6	210.8	156.8	152.1	158.3	165.0
Net Cost of Services	359.6	351.0	350.8	362.1	357.9	367.1

Actual Net Cost of Services comparison to Amended Budget

The Department's net cost of services² for 2008-09 of **\$351 million** was **\$0.2 million** or less than **1 percent** higher than the amended 2008-09 budget of **\$350.8 million**, reflecting a combination of factors including:

- a revaluation increment associated with the investment property portfolio of **\$32.1 million**;
- transfer of functions to the Department of the Environment, Climate Change, Energy and Water of **\$9.3 million**; and
- the initial recognition of land under roads of **\$6.3³ million**.

Offset by:-

- additional funding for municipal service delivery of **\$5.5 million** to maintain service levels in the areas of parks, land and conservation, sportsgrounds and the ACT Library Service;
- write down of assets including the expensing of completed capital works of **\$7.8 million**; and
- transfer of assets to other ACT Government agencies totalling **\$12.6 million**.

¹ Refer to Attachment A

² Refer to Attachment B

³ Further adjustments have been made for land under roads through equity

Comparison to 2007-08 Actuals

Total net cost of services was **\$8.6 million** lower than the 2007-08 actual result as outlined above as well as a revaluation decrement in 2007-08 for biological assets totalling **\$2.3 million** and provision for remediation works at the Belconnen landfill site of **\$14.6 million**.

Future Trend

Figure 1 – Net Cost of Services

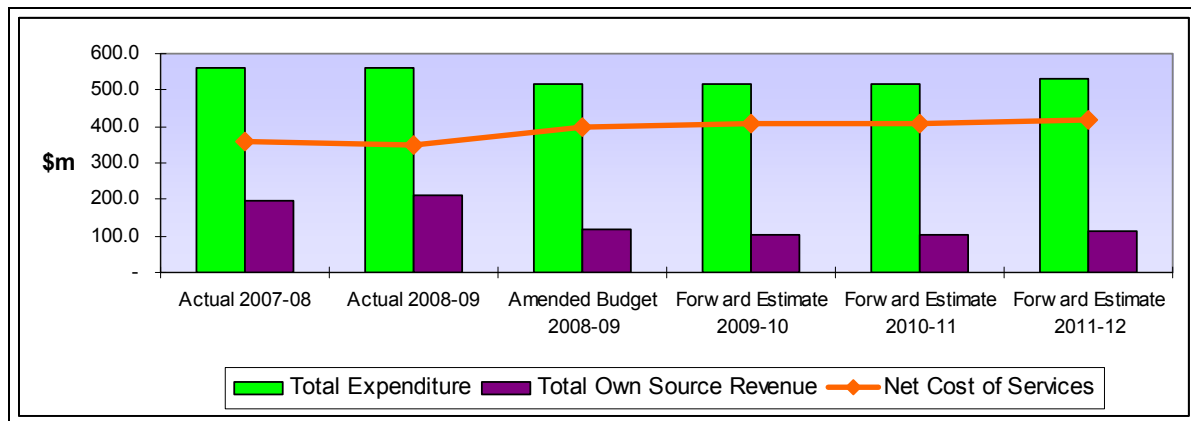


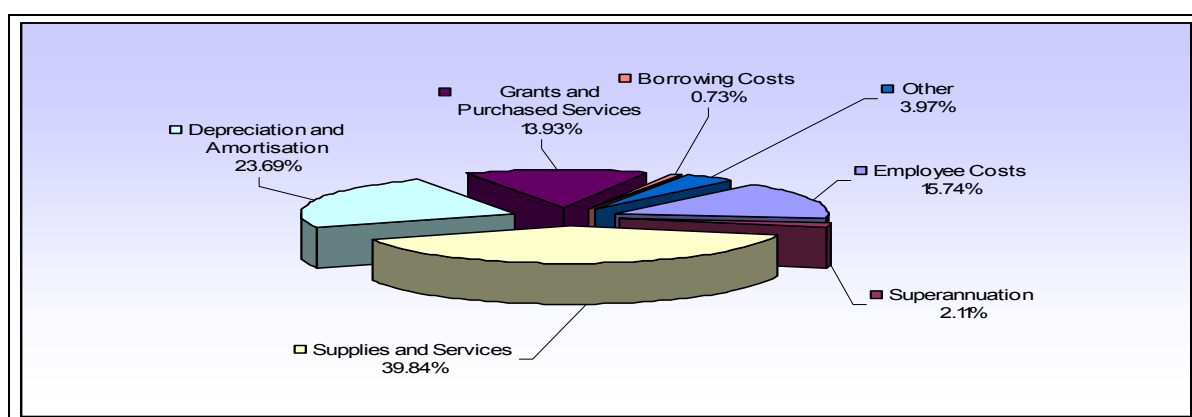
Figure 1 illustrates that the net cost services has remained comparable to 2007-08 with a marginal increase in own sourced revenue in 2008-09. For 2009-10, the Department will focus on maintaining budgeted expenditure levels in an environment where pressures on the net cost of service are increasing significantly.

Total Expenditure

Components of Expenditure

Figure 2 below shows a breakdown of the expenditure components in the 2008-09 financial year. Of the total Departmental expenditure, supplies and services account for **39.8 percent** compared to **14 percent** in grants and purchased services, while employee costs contribute a further **15.7 percent**. Supplies and services payments include payments for professional services of **\$38 million**, building and facilities operating costs of **\$44 million**, repairs and maintenance expenditure of **\$79 million** and Information, Technology and Communication costs of **\$15 million**.

Figure 2 – Components of Expenditure



Total Expenditure compared to Budget

Table 1

	2008-09
	\$m
Amended Budget	507.6
Less: AAO Transfers	(14.7)
Less: Actual Expenditure	(561.8)
Variance to be explained	(68.9)

Table 1 above shows that total expenditure of **\$561.8 million** was **\$68.9 million**, or **14 percent** higher than the 2008-09 budget. This increase reflects:

- an increase in employee costs associated with revision in methodology used to estimate the liability for employee benefits of **\$4.2 million**;
- additional funding for municipal service delivery of **\$5.5 million** to maintain service levels in the areas of parks, reserves, urban open space, sportsgrounds and the ACT Library Service;
- the write down of assets including the expensing of completed capital works of **\$7.8 million**;
- the transfer of assets to other ACT Government agencies of **\$12.6 million**;
- additional funding provided for the management of Civic and Tuggeranong Pools of **\$1.1 million** and the 2009 World Mountain Bike Championships of **\$0.6 million**;
- additional assistance provided to the ACT Brumbies, **\$0.5 million**, and the RSPCA totalling **\$0.3 million**;
- an increase in depreciation expense of **\$33 million** following revaluation increments in 2007-08; and
- an increase in the borrowing costs of **\$2.2 million** following the 2007-08 revaluation of remediation works at the Belconnen Landfill site.

Comparison to 2007-08 Actual Expenditure

Total expenditure was **\$3.6 million** or less than **1 percent** higher than the 2007-08 actual result. This increase reflects a combination of factors including an increase in:

- depreciation expense in 2008-09 of **\$10 million** following revaluation increments in 2007-08;
- employee costs of **\$12 million** in 2008-09 partly associated with revision in methodology used to estimate the liability for employee benefits, wage increases and additional full time equivalents;
- the service payment to ACTION bus services of **\$6.4 million** and other grants payments of **\$1.3 million**; and
- the borrowing costs of **\$2.2 million** following the 2007-08 revaluation of remediation works at the Belconnen Landfill site.

Offset by:-

- the once off transfer of assets in 2007-08 associated with the Griffin Legacy project of **\$30.5 million**.

Future Trends

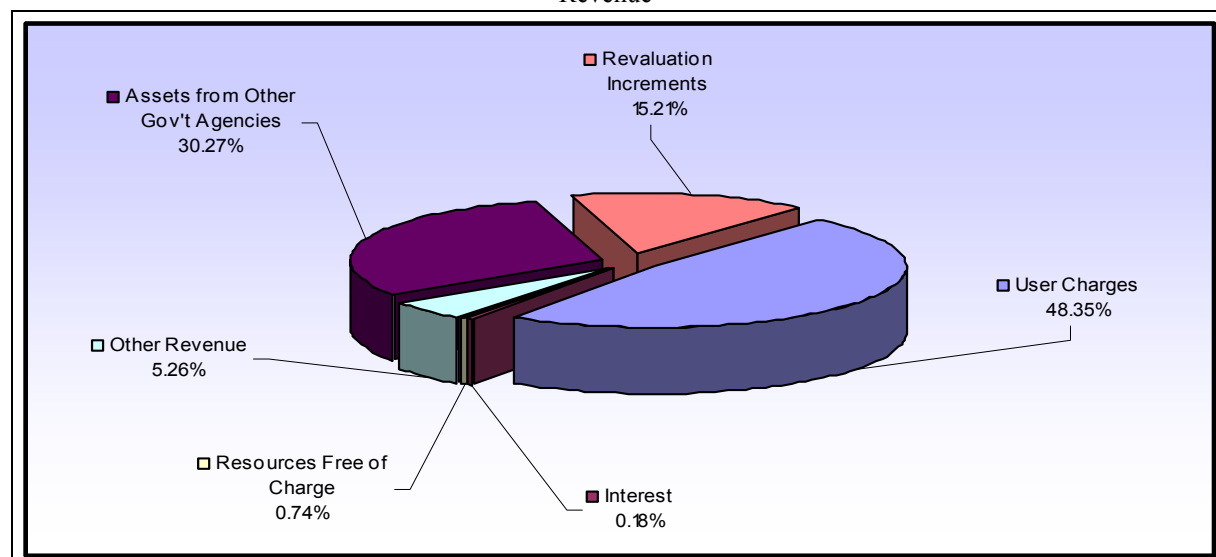
Excluding the one off adjustments in Other Expenses of **\$22 million** this year associated with movements in asset values, expenditure is budgeted to increase by **\$6 million** for the 2009-10 year with further increases in the forward years. The Department will face a number of challenges in meeting this budget in an environment of increasing service costs for the 2009-10 year.

Total Own Source Revenue

Components of Own Source Revenue

Figure 3 below indicates that for the financial year ended 30 June 2009, the Department recorded own source revenue (non-appropriated revenue) of **\$210.8 million**, of which **\$95.9 million (45 percent)** are gains. These gains include infrastructure assets transferred from the ACT Planning and Land Authority and the Land Development Agency of **\$46.4 million**, a revaluation increment on Investment Properties of **\$32 million** and the value of assets recognised for the first time totalling **\$16.2 million**.

Figure 3 – Components of Own Source Revenue



Own Source Revenue Comparison to Budget

Table 2

	2008-09
	\$m
Amended Budget	156.8
Less: AAO Transfers	(5.4)
Less: Actual Revenue (including Gains)	(210.8)
Variance to be explained	(59.4)

Own source revenue for the year ended 30 June 2009 was **\$59.4 million** higher than the 2008-09 amended budget. This increase is predominantly the result of:

- the initial recognition of land under roads and transferred assets of **\$16.2 million**;
- a revaluation increment associated with the investment property portfolio of **\$32.1 million**;
- a gain on sale of standing timber from the Fairbairn estate of **\$1.2 million**;
- an increase in user charges of **\$3.9 million** due to a combination of factors including higher facility maintenance and property management activity and other increases in sales activity; and
- revenue associated from the Capital Improvement Fund of **\$2 million**.

Comparison to 2007-08 Actuals

Own source revenue was **\$12.2 million** or **6 percent** higher than the 2007-08 actual result of **\$198.6 million** primarily due to the initial recognition of land under roads of **\$6.3 million** and transferred assets of **\$9.9 million**.

Future Trends

Total own source revenue for 2009-10 is budgeted to decrease by **\$58 million** due to a one off valuation adjustment in 2008-09.

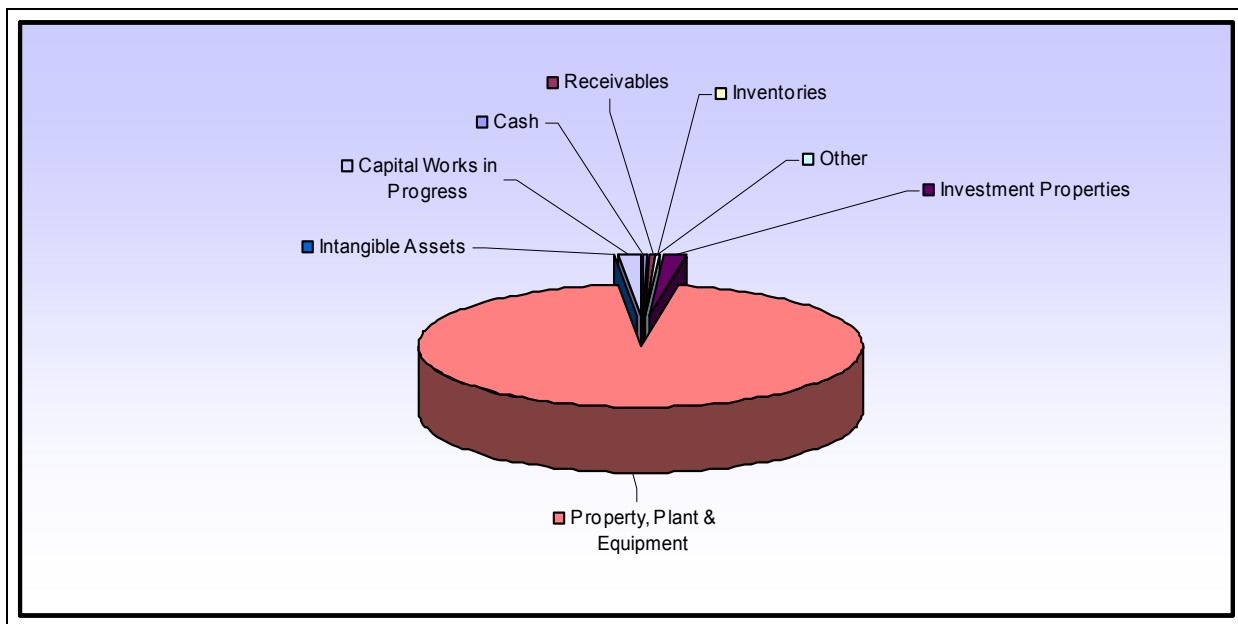
Departmental Financial Position

Total Assets

Components of Total Assets

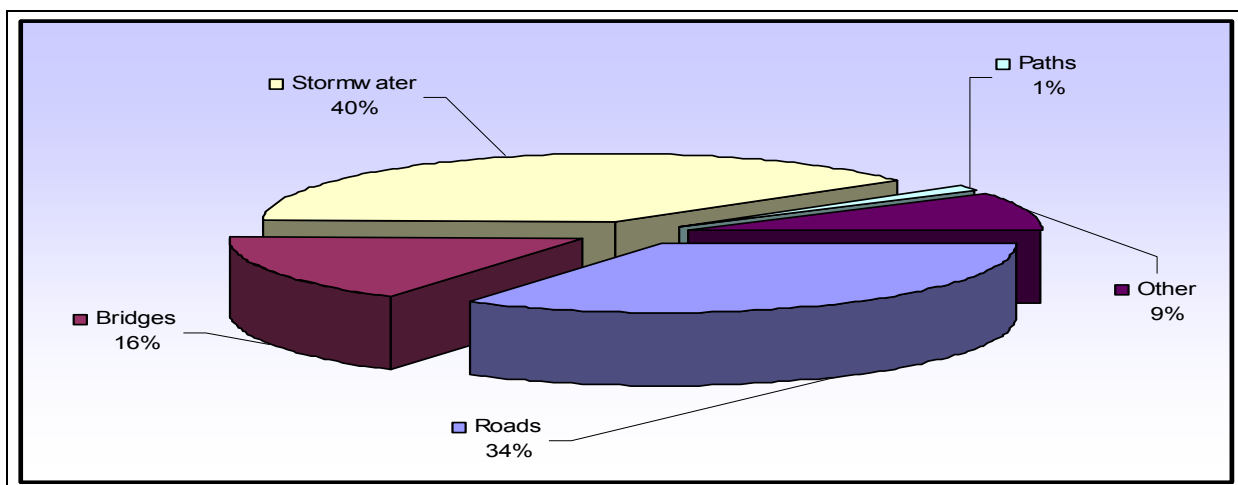
Figure 4 below indicates that for the financial year ended 30 June 2009, the Department held **95 per cent** of its assets in Property, Plant and Equipment totalling **\$7.7 billion**.

Figure 4 – Total Assets as at 30 June 2009



The major component of Property, Plant and Equipment is infrastructure assets valued at **\$5.5 billion**. Figure 5 below indicates the components within the infrastructure asset class.

Figure 5 – Infrastructure Assets as at 30 June 2009



Comparison to Budget

The total asset position as at 30 June 2009 is **\$8.1 billion**, which is **\$2.2 billion** higher than the 2008-09 Amended Budget of **\$5.9 billion**. The increase reflects:

- the initial recognition of land under roads as an asset of **\$1.109 billion**;
- an increase in the value of infrastructure assets due to prior period errors of **\$1.149 billion**; and
- an increase in the value of the investment property portfolio of **\$58 million**.

Offset by:-

- a revaluation decrement to Property, Plant and Equipment of **\$64 million**;
- the write down of assets including the expensing of completed capital works of **\$7.8 million**;
- the transfer of assets to other ACT Government agencies of **\$12.6 million**;
- a lower capital investment, primarily due to a slower than expected Capital Works Program of **\$73 million**;
- an increase in depreciation expense of **\$33 million** following revaluation adjustments for prior years; and
- higher cash balances in clearing and third party accounts than budgeted of **\$21 million**.

Comparison to 2007-08 Actuals

The Department's total asset position is **\$1.1 billion** higher than the 2007-08 actual result of **\$7 billion** due to a combination of factors including:

- a net increase due to transferred assets of **\$37 million**;
- an increase of **\$32 million** in Capital Works In Progress;
- an initial recognition of land under roads of **\$1.1 billion**;
- asset additions of **\$61 million**; and
- the increase in the value of investment properties of **\$58 million**.

Offset by:-

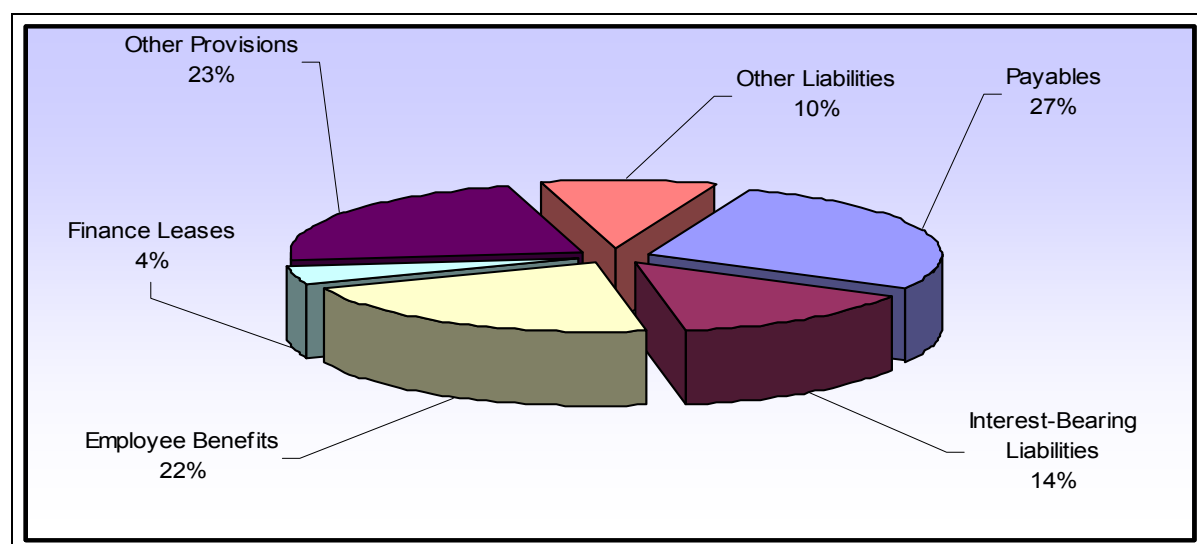
- depreciation and amortisation of **\$131 million**; and
- a net revaluation decrement of **\$64 million** during the year.

Total Liabilities

Components of Total Liabilities

Figure 6 below indicates that the majority of the Department's liabilities relate to employee benefits of **22 percent** and accounts payable of **27 percent**.

Figure 6 – Total Liabilities as at 30 June 2009



Comparison to Budget

The Department's liabilities for the year ended 30 June 2009 of **\$134.2 million** are **\$36.2 million** higher than the 2008-09 budget due to:

- accounts payable being higher than anticipated by **\$8.7 million**, reflecting in part the increased expenditure levels and the early cut-off of account payments prior to year end;
- an unbudgeted **\$24 million** provision recognised at the end of 2007-08 for the restoration of the Mugga Lane and Belconnen landfill sites; and
- finance lease liabilities being higher than budget by **\$4.5 million** due to the recognition of new vehicle leasing arrangements with Rhodium Asset Solutions as finance leases.

Comparison to 2007-08 Actuals

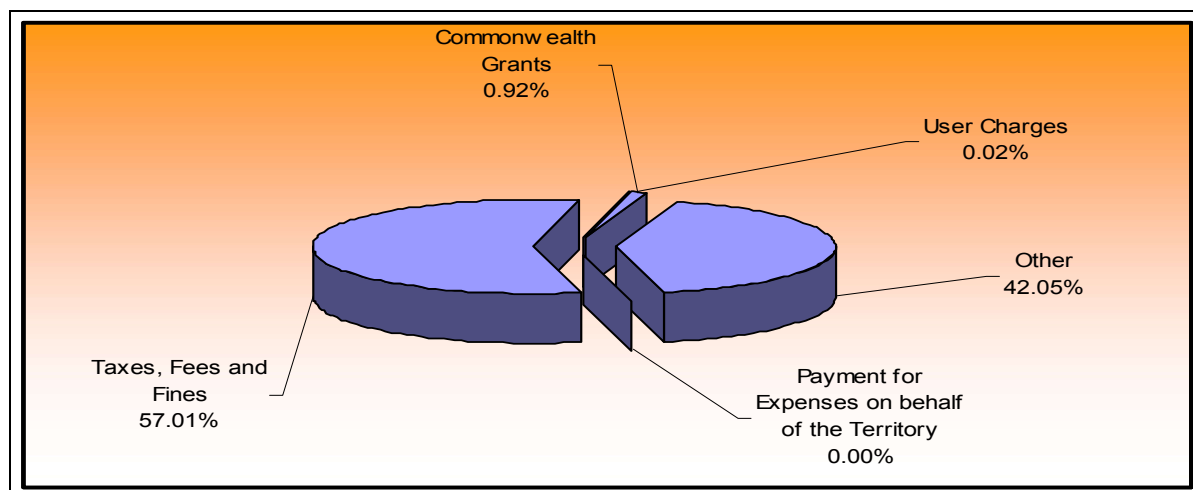
Total liabilities are **\$1.2 million** higher than the 2007-08 actual result of **\$133 million** primarily due to increases in provisions for employee benefits following the change in accounting methodology.

Territorial Statement of Revenues and Expenses

Territorial Income

Figure 7 indicates that **57 percent** of territorial income is generated from taxes, fees and fines, particularly motor vehicle registrations, while land sales make up the majority of revenues reported as “Other”.

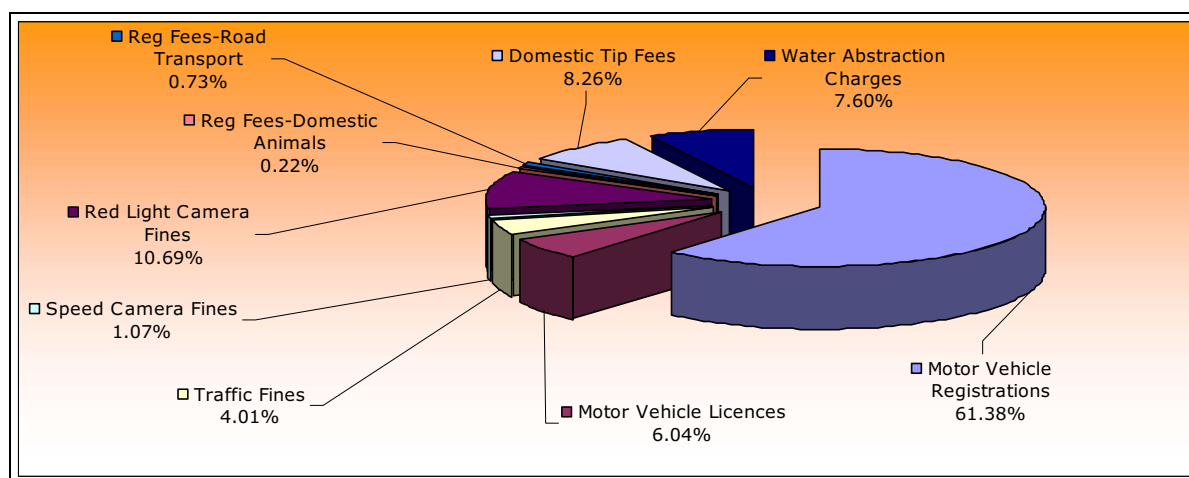
Figure 7 – Sources of Territorial Revenue



Total Income

Total territorial income for the year ended 30 June 2009 was **\$233.9 million**, a decrease of **\$221.9 million** on the 2008-09 budget. The decrease mainly relates to lower than anticipated land sales from the Land Development Agency associated with the land release program of **\$207 million** and lower taxes fees and fines of **\$13.3 million** following the transfer of responsibility for the Water Abstraction Charge to the Department of the Environment, Climate Change, Energy and Water.

Figure 8 – Breakdown of Taxes, Fees and Fines



Comparison to 2007-08 Actuals

Total income was **\$19.7 million** lower than the previous year due to a decrease in land sales of **\$15.3 million** and lower taxes, fees and fines of **\$3.8 million**.

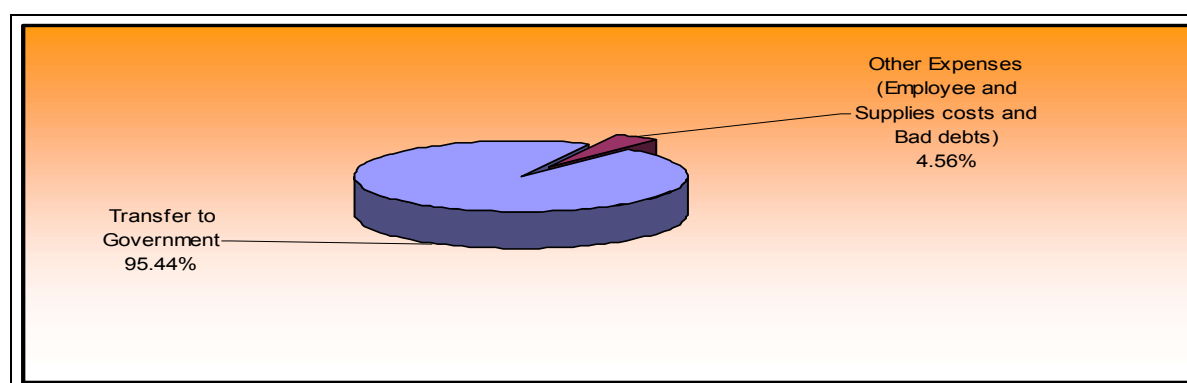
Future Trend

Taxes, fees and fines is anticipated to increase in line with normal indexation increments with land sales revenue expected to increase to higher levels in the forward estimates in line with Territory's Land Release Program.

Territorial Expenditure

Figure 9 indicates that **95 percent** of expenses incurred on behalf of the Territory relate to the transfer of revenue to the Territory Banking account.

Figure 9 - Sources of Territorial Expenses



Total territorial expenditure was **\$233.9 million**, a decrease of **\$221.9 million** on the 2008-09 budget, reflecting the decrease in payments to the Territory Banking account due to a corresponding reduction in territorial revenue outlined previously.

Reconciliation of Departmental Original Budget to Amended Budget

	Original Budget \$m	Supplementary Appropriation \$m	Amended Budget \$m
Total Income	462.9	(0.9)	462.0
Total Expenditure	508.6	(1)	507.6
Total Assets	5,922.7	26.5	5,949.2
Total Liabilities	98.1	-	98.1

Attachment B

Comparison of Net Cost of Services to Budget 2009-10

	Original Budget	Amended Budget	Plus: AAO Transfers	Total Funding		Less: Actual	Variance Explained	
Description	\$'000	\$'000	\$'000	\$'000		\$'000	\$'000	%
<i>Expenditure</i>								
Employee and Superannuation	95,852	95,852	(4,963)	90,889		100,289	(9,400)	(10)
Supplies and Services	228,186	227,019	(7,745)	219,274		223,831	(4,557)	(2)
Depreciation and Amortisation	99,718	99,718	(5)	99,713		133,092	(33,379)	(33)
Grants and Purchased Services	80,070	80,280	(1,471)	78,809		78,264	545	-
Other Expenses	4,757	4,757	(490)	4,267		26,379	(22,112)	(516)
<i>Total Expenditure</i>	508,583	507,626	(14,674)	492,952		561,855	(68,903)	(14)
<i>Own Source Revenue</i>								
User Charges	97,974	98,107	(86)	98,021		101,956	(3,935)	(4)
Interest	48	48	(105)	(57)		369	(426)	(747)
Resources Free of Charge	1,536	1,536	-	1,536		1,556	(20)	(1)
Other Revenue	10,805	10,805	(5,176)	5,629		11,095	(5,466)	(97)
Total Revenue	110,363	110,496	(5,367)	105,129		114,976	(9,847)	(9)
Add: Gains	46,316	46,316	-	46,316		95,904	(49,588)	(107)
<i>Total Own Source Revenue</i>	156,679	156,812	(5,367)	151,445		210,880	(59,435)	(39)
<i>Total Net Cost of Services</i>	351,904	350,814	(9,307)	341,507		350,975	9,468	3



ACT AUDITOR-GENERAL'S OFFICE



A09/12

Mr Gary Byles
Chief Executive
Department of Territory and Municipal Services
Level 5, Macarthur House
12 Wattle Street
LYNEHAM ACT 2602

Dear Mr Byles

**AUDIT REPORT – FINANCIAL REPORT OF THE DEPARTMENT OF
TERRITORY AND MUNICIPAL SERVICES FOR THE YEAR ENDED
30 JUNE 2009**

The Audit Office has completed the audit of the financial report of the Department of Territory and Municipal Services for the year ended 30 June 2009.

I am pleased to attach the audited financial report and the **unqualified** audit report.

I have provided a copy of each of these reports to the Minister for Territory and Municipal Services, Mr Jon Stanhope MLA.

Thank you for the cooperation of the staff of the Department of Territory and Municipal Services during this audit.

Yours sincerely

Tu Pham
Auditor-General

17 September 2009

c.c. Mr Ross Burton, Acting Director, Strategic Finance
Ms Bev Wagg, Audit Manager
Mr Will Laurie, Chair, Audit Committee
Mr David Morgan, Senior Manager, Budget Strategy and Reporting Branch,
Department of Treasury



ACT AUDITOR-GENERAL'S OFFICE



INDEPENDENT AUDIT REPORT

DEPARTMENT OF TERRITORY AND MUNICIPAL SERVICES

To the Members of the ACT Legislative Assembly

Report on the financial report

I have audited the financial report of the Department of Territory and Municipal Services (the Department) for the year ended 30 June 2009. The financial report is comprised of the following financial statements and accompanying notes:

- Departmental statements - operating statement, balance sheet, statement of changes in equity, cash flow statement and Departmental statement of appropriation.
- Territorial statements – statement of income and expenses on behalf of the Territory, statement of assets and liabilities on behalf of the Territory, cash flow statement on behalf of the Territory, statement of changes in equity on behalf of the Territory and Territorial statement of appropriation.

Responsibility for the financial report

The Chief Executive of the Department is responsible for the preparation and fair presentation of the financial report in accordance with the *Financial Management Act 1996*. This includes responsibility for maintaining adequate accounting records and internal controls that are designed to prevent and detect fraud and error and for the accounting policies and estimates used in the preparation of the financial report.

The auditor's responsibility

My responsibility is to express an independent audit opinion on the Department's financial report based on my audit as required by the *Financial Management Act 1996*.

The audit was conducted in accordance with Australian Auditing Standards to provide reasonable assurance that the financial report is free of material misstatement.

I formed the audit opinion by performing audit procedures to obtain evidence about the amounts and disclosures in the financial report. As these procedures are influenced by the use of professional judgement, selective testing of evidence supporting the amounts and other disclosures in the financial report, inherent limitations of internal control and the availability of persuasive rather than conclusive evidence, an audit cannot guarantee that all material misstatements have been detected.

Although the effectiveness of internal controls is considered when determining the nature and extent of audit procedures, the audit was not designed to provide assurance on internal controls.

The audit is not designed to provide assurance on the appropriateness of budget information included in the financial report or to evaluate the prudence of decisions made by the Department.

Electronic presentation of the audited financial report

Those viewing an electronic presentation of this financial report should note that the audit does not provide assurance on the integrity of information presented electronically and does not provide an opinion on any other information which may have been hyperlinked to or from this report. If users of the report are concerned with the inherent risks arising from the electronic presentation of information, they are advised to refer to the printed copy of the audited financial report to confirm the accuracy of this electronically presented information.

Independence

I followed applicable independence requirements of Australian professional ethical pronouncements in conducting the audit.

Audit opinion

In my opinion, the Department's financial report for the year ended 30 June 2009:

- (i) is presented in accordance with the *Financial Management Act 1996*, Accounting Standards and other mandatory financial reporting requirements in Australia; and
- (ii) presents fairly the financial position of the Department as at 30 June 2009 and the results of its operations and its cash flows for the year then ended.

This audit opinion should be read in conjunction with the above information.



Tu Pham
Auditor-General
17 September 2009

**Department of Territory and Municipal Services
Financial Report
For the Year Ended 30 June 2009**

Statement of Responsibility

In my opinion, the financial report is in agreement with the Department's accounts and records and fairly reflects the financial operations of the Department for the year ended 30 June 2009 and the financial position of the Department on that date.




Gary Byles
Chief Executive
Department of Territory and Municipal Services

17 September 2009

**Department of Territory and Municipal Services
Financial Report
For the Year Ended 30 June 2009**

Statement by the Chief Finance Officer

In my opinion, the financial report has been prepared in accordance with generally accepted accounting principles, and is in agreement with the Department's accounts and records and fairly reflects the financial operations of the Department for the year ended 30 June 2009 and the financial position of the Department on that date.



Ross Burton
A/g Chief Finance Officer
Department of Territory and Municipal Services

17 September 2009

50-80



DEPARTMENTAL FINANCIAL REPORT FOR YEAR ENDED 30 JUNE 2009

Department of Territory and Municipal Services
Operating Statement
For the Year Ended 30 June 2009

		Actual	Original	
	Note	2009	Budget	Actual
	No.	\$'000	\$'000	2008
				\$'000
Income				
<i>Revenue</i>				
Government Payment for Outputs	4	301,100	306,295	284,757
User Charges - ACT Government	5	72,220	74,918	65,996
User Charges - Non-ACT Government	5	29,736	23,056	24,770
Interest	6	369	48	296
Resources Received Free of Charge	7	1,556	1,536	1,352
Other Revenue	8	11,095	10,805	19,573
<i>Total Revenue</i>		416,076	416,658	396,744
<i>Gains</i>				
Other Gains	9	95,904	46,316	86,615
<i>Total Gains</i>		95,904	46,316	86,615
Total Income		511,980	462,974	483,359
Expenses				
Employee Expenses	10	88,415	81,654	76,468
Superannuation Expenses	11	11,874	14,198	11,183
Supplies and Services	12	223,831	228,186	222,077
Depreciation and Amortisation	13	133,092	99,718	122,925
Grants and Purchased Services	14	78,264	80,070	100,971
Borrowing Costs	15	4,100	1,833	2,510
Other Expenses	16	22,279	2,924	22,080
Total Expenses		561,855	508,583	558,214
Operating (Deficit)		(49,875)	(45,609)	(74,855)

The above Operating Statement should be read in conjunction with the accompanying notes.

Department of Territory and Municipal Services
Balance Sheet
As at 30 June 2009

		Actual	Original	Actual
	Note	2009	Budget	2008
	No.	\$'000	\$'000	\$'000
Current Assets				
Cash and Cash Equivalents	20	29,090	7,632	28,040
Receivables	21	26,152	34,740	22,339
Inventories	22	4,010	3,424	3,616
Assets Held for Sale	23	-	-	9,034
Other Assets	29	3,190	4,174	2,309
Total Current Assets		62,442	49,970	65,338
Non-Current Assets				
Receivables	21	9,115	-	14,641
Investment Properties	24	125,000	67,011	67,011
Property, Plant and Equipment	25	7,756,501	5,659,728	6,727,611
Intangible Assets	26	951	3,785	2,186
Biological Assets	27	28,952	32,710	30,414
Capital Works in Progress	28	136,826	109,530	104,855
Total Non-Current Assets		8,057,345	5,872,764	6,946,718
Total Assets		8,119,787	5,922,734	7,012,056
Current Liabilities				
Payables	30	36,729	28,197	29,263
Interest-Bearing Liabilities	31	6,563	6,585	6,257
Finance Leases	31	3,030	292	2,058
Employee Benefits	32	27,643	27,451	22,851
Other Provisions	33	-	1,908	763
Other Liabilities	34	12,409	9,445	14,454
Total Current Liabilities		86,374	73,878	75,646
Non-Current Liabilities				
Payables	30	191	-	-
Interest-Bearing Liabilities	31	12,368	12,474	18,931
Finance Leases	31	2,705	961	3,668
Employee Benefits	32	1,712	1,046	1,230
Other Provisions	33	30,289	9,269	33,469
Other Liabilities	34	638	423	379
Total Non-Current Liabilities		47,903	24,173	57,677
Total Liabilities		134,277	98,051	133,323
Net Assets		7,985,510	5,824,683	6,878,733
Equity				
Accumulated Funds	35	5,397,270	4,263,437	4,224,915
Asset Revaluation Reserve	35	2,588,240	1,561,246	2,653,818
Total Equity		7,985,510	5,824,683	6,878,733

The above Balance Sheet should be read in conjunction with the accompanying notes.

Department of Territory and Municipal Services
Statement of Changes in Equity
For the Year Ended 30 June 2009

	Note No.	Actual 2009 \$'000	Original Budget 2009 \$'000	Actual 2008 \$'000
Total Equity at the Beginning of the Reporting Period		<u>6,878,733</u>	<u>5,720,012</u>	<u>5,307,132</u>
<i>Accumulated Funds</i>				
Net effect of a Correction of an Error	35	-	-	121,888
<i>Reserves</i>				
Net Effect of Change in Accounting Policy	35	-	-	56,602
Net Effect of a Correction of an Error	35	-	-	1,052,037
Restated Total Equity at the Beginning of the Reporting Period		<u>6,878,733</u>	<u>5,720,012</u>	<u>6,537,659</u>
 Operating (Deficit)	35	 (49,875)	 (45,609)	 (74,855)
(Increase) / Decrease in the Asset Revaluation Reserve	35	(65,578)	-	343,292
Total Income and Expenses Recognised Directly in Equity for the Reporting Period		<u>(115,453)</u>	<u>(45,609)</u>	<u>268,437</u>
<i>Transactions Involving Equity Holders Affecting Accumulated Funds</i>				
Net Effect of Change in Accounting Policy	35	1,109,262	-	-
Capital Injections	35	127,202	153,947	77,620
Capital (Distributions to ACTION)	35	(7,885)	-	-
Net Assets transferred out as part of an Administrative Restructure	35	(2,684)	(2)	(2,908)
Dividend Approved	35	(3,665)	(3,665)	(2,075)
Total Equity at the End of the Reporting Period		<u>7,985,510</u>	<u>5,824,683</u>	<u>6,878,733</u>
 Adjustment to Prior Year Operating (Deficit)				
Operating (Deficit) Reported in the 2007-08 Reporting Period				(46,862)
				(27,993)
Restated Operating Deficit				<u>(74,855)</u>

The above Statement of Changes in Equity should be read in conjunction with the accompanying notes.

Department of Territory and Municipal Services
Cash Flow Statement
For the Year Ended 30 June 2009

	Note No.	Actual 2009 \$'000	Original Budget 2009 \$'000	Actual 2008 \$'000
Cash Flows from Operating Activities				
Receipts				
Government Payment for Outputs		234,890	240,040	225,017
Government Payment for Community Service Obligations		66,210	66,255	59,740
User Charges		101,821	104,558	93,085
Interest Received		369	48	323
Goods and Services Tax Input Tax Credits from Australian Taxation Office		24,528	17,890	23,338
Goods and Services Tax Collected from Customers		10,956	13,499	10,006
Other		18,915	16,043	31,376
Total Receipts from Operating Activities		457,689	458,333	442,885
Payments				
Employee		81,716	79,833	76,521
Superannuation		11,875	14,290	11,188
Supplies and Services		218,205	228,205	219,299
Borrowing Costs		2,268	1,833	2,509
Grants and Purchased Services		78,264	79,904	69,939
Goods and Services Tax Paid to Suppliers		31,837	25,277	22,154
Goods and Services Tax Paid to the Australian Tax Office		4,535	5,291	9,114
Other		3,983	5,908	3,040
Total Payments from Operating Activities		432,683	440,541	413,764
Net Cash Inflows from Operating Activities	41	25,006	17,792	29,121
Cash Flows from Investing Activities				
Receipts				
Proceeds from Sale of Property, Plant and Equipment		1,184	-	31
Total Receipts from Investing Activities		1,184	-	31
Payments				
Purchase of Property, Plant and Equipment		4,159	161,093	12,409
Purchase of Intangible Assets		-	77	-
Capital Payment to ACTION		7,885	18,350	3,685
Purchase of Capital Works in Progress		123,597	-	75,321
Total Payments from Investing Activities		135,641	179,520	91,415
Net Cash (Outflows) from Investing Activities		(134,457)	(179,520)	(91,384)

Department of Territory and Municipal Services
Cash Flow Statement - Continued
For the Year Ended 30 June 2009

	Note No.	Actual 2009 \$'000	Original Budget 2009 \$'000	Actual 2008 \$'000
Cash Flows from Financing Activities				
Receipts				
Capital Injections		127,202	172,297	81,305
Receipt of Transferred Cash Balances		-	-	8
Total Receipts from Financing Activities		127,202	172,297	81,313
Payments				
Repayment of Borrowings		1,165	1,161	1,061
Repayment of Advances		5,091	5,091	4,523
Payment of Transferred Cash Balances		5,474	-	517
Payment of Dividends		3,665	3,665	3,383
Repayment of Finance Leases		1,306	278	958
Total Payments from Financing Activities		16,701	10,195	10,442
Net Cash Inflows from Financing Activities		110,501	162,102	70,871
Net Increase in Cash and Cash Equivalents		1,050	374	8,608
Cash and Cash Equivalents at the Beginning of the Reporting Period		28,040	-	19,432
Cash and Cash Equivalents at the End of the Reporting Period	41	29,090	374	28,040

The above Cash Flow Statement should be read in conjunction with the accompanying notes.

Department of Territory and Municipal Services
Summary of Departmental Output Classes
For the Year Ended 30 June 2009

	Output Class 1 Municipal Services \$'000	Output Class 2 Enterprise Services \$'000	Intra- Department Eliminations \$'000	Total \$'000
2009				
Total Income	346,938	187,446	(22,404)	511,980
Total Expenses	432,503	151,756	(22,404)	561,855
Operating (Deficit) / Surplus	(85,565)	35,690	-	(49,875)
2008				
Total Income	378,335	129,220	(24,196)	483,359
Total Expenses	453,814	128,596	(24,196)	558,214
Operating (Deficit) / Surplus	(75,479)	624	-	(74,855)

Note: The income and expenses of each output class are reported inclusive of overhead allocations and internal transactions between output classes. This method ensures each output class is measured at the full cost of the outputs. Transactions between output classes are shown above as Intra-Department Eliminations, and are eliminated from the Departmental Operating Statement.

Department of Territory and Municipal Services
Operating Statement for Output Class 1
Municipal Services
For the Year Ended 30 June 2009

Description

Output Class 1: 'Municipal Services' includes:

Information Services – provision of customer enquiry, information, bill payment and library services to the community through Canberra Connect's shopfronts, contact centre and internet service and the ACT Library and Information Services' Branch and mobile libraries, home library service, the ACT Virtual Library, Heritage Library and the Government and Assembly Library.

The Office of Transport – management of the ACT's road assets and regulation of public passenger transport, heavy vehicles, driver competency and vehicle registration. Also includes the promotion of road user safety and the provision of strategic transport planning and public transport services.

Sustainability – provision of policy advice, and implementation and evaluation of a range of programs dealing with the sustainable use of water, energy, natural resources, and addressing the issue of climate change. This part of the sustainability output was transferred to the Department of the Environment, Climate Change, Energy and Water effective 11 November 2008, with waste management, including household garbage and recycling, being retained by Territory and Municipal Services.

Land Management – planning and management of Canberra's parks, plantations, reserves and open space system. As the single land manager, this role includes management of recreational use of lands, pest and weed control, fire management, conservation management, and maintenance of the look and feel of the city and its environs, including the urban forest.

Environmental Regulation – administration of regulatory activities to protect and enhance the natural and built environment. Provision of advice, education and compliance services to Government and the community in relation to environment protection and water resource management which was transferred to the Department of the Environment, Climate Change, Energy and Water effective 11 November 2008. Provision of advice, education and compliance services to Government and the community in relation to municipal ranger functions, domestic animal management, plant and animal licensing, heritage places and objects, and significant tree preservation have been retained by Territory and Municipal Services.

Sport and Recreation Services – development of programs, policies and legislation, and provision of grants, education and training opportunities to maintain and improve the capabilities of the sport and recreation sector. Also includes management and maintenance of sportsgrounds and facilities and the provision of support services to high performance athletes in the ACT.

	Actual 2009 \$'000	Original Budget 2009 \$'000	Actual 2008 \$'000
Income			
<i>Revenue</i>			
Government Payment for Outputs	280,406	287,082	266,112
Taxes Fees and Fines	3,260	3,163	3,247
User Charges – ACT Government	6,043	5,823	1,667
User Charges – Non-ACT Government	4,594	5,910	5,054
Grants from the Commonwealth	1,616	4,200	6,807
Interest	270	-	261
Resources Received Free of Charge	1,479	1,495	1,273
Other Revenue	6,131	2,409	9,028
<i>Total Revenue</i>	303,799	310,082	293,449
<i>Gains</i>			
Other Gains	43,139	46,316	84,886
<i>Total Gains</i>	43,139	46,316	84,886
Total Income	346,938	356,398	378,335
Expenses			
Employee Expenses	69,956	64,701	59,981
Superannuation Expenses	9,479	11,683	8,925
Supplies and Services	147,217	154,634	151,143
Depreciation and Amortisation	119,809	87,160	111,525
Grants and Purchased Services	77,085	79,219	100,823
Borrowing Costs	755	351	641
Cost of Goods Sold	135	141	-
Other Expenses	8,067	1,662	20,776
Total Expenses	432,503	399,551	453,814
Operating (Deficit)	(85,565)	(43,153)	(75,479)

Department of Territory and Municipal Services
Operating Statement for Output Class 2
Enterprise Services
For the Year Ended 30 June 2009

Description

Output Class 2: 'Enterprise Services' includes:

Government Services – incorporates businesses that provide commercial services to ACT Government agencies and the private sector on a fee for service basis, including Property and Facilities Management, the Yarralumla Nursery and Capital Linen Services.

Tourism and Events – creation and implementation of a range of marketing and development programs to promote tourism and major events held in the ACT.

	Actual 2009 \$'000	Original Budget 2009 \$'000	Actual 2008 \$'000
Income			
<i>Revenue</i>			
Government Payment for Outputs	20,694	19,213	18,645
User Charges – ACT Government	90,012	69,095	64,329
User Charges – Non-ACT Government	23,693	17,146	43,912
Interest	99	48	35
Resources Received Free of Charge	77	41	79
Other Revenue	33,358	1,033	491
<i>Total Revenue</i>	167,933	106,576	127,491
<i>Gains</i>			
Other Gains	19,513	-	1,729
<i>Total Gains</i>	19,513	-	1,729
Total Income	187,446	106,576	129,220
Expenses			
Employee Expenses	18,459	16,953	16,487
Superannuation Expenses	2,396	2,515	2,258
Supplies and Services	97,100	70,841	94,860
Depreciation and Amortisation	13,283	12,558	11,400
Grants and Purchased Services	1,179	851	418
Borrowing Costs	1,513	1,482	1,868
Cost of Goods Sold	3,614	2,570	-
Other Expenses	14,212	1,262	1,305
Total Expenses	151,756	109,032	128,596
Operating Surplus / (Deficit)	35,690	(2,456)	624

Department of Territory and Municipal Services
Departmental Statement of Appropriation
For the Year Ended 30 June 2009

	Original Budget 2009 \$'000	Total Appropriated 2009 \$'000	Appropriation Drawn 2009 \$'000	Appropriation Drawn 2008 \$'000
Departmental				
Government Payment for Outputs (including Community Service Obligations)	306,295	304,900	301,100	284,757
Capital Injections	172,297	200,711	127,202	81,305
Total Departmental Appropriation	478,592	505,611	428,302	366,062

The Departmental Statement of Appropriation above should be read in conjunction with the accompanying notes.

Column Heading Explanations

The *Original Budget* column shows the amounts that appear in the Cash Flow Statement in the 2008-09 Budget Papers.

This amount also appears in this financial report, in the Cash Flow Statement of the Department.

The *Total Appropriated* column is inclusive of all appropriation variations occurring after the Original Budget.

The *Appropriation Drawn* is the total amount of appropriation received by the Department during the year. This amount appears in this financial report, in the Cash Flow Statement of the Department.

Reconciliation of Appropriation for 2008-09

	Government Payment for Outputs	Capital Injection
Original Budget	306,295	172,297
s.14 Transfers ^a	-	(300)
s.16 Transfers ^b	(11,430)	(888)
Treasurer's Advance ^c	8,378	-
Supplementary Appropriation ^d	880	2,660
s. 16B Rollover ^e	-	26,942
s.19B Injection ^f	777	-
Total Appropriated	304,900	200,711
Appropriation Rollover ^e	(3,800)	(73,509)
Appropriation Drawn	301,100	127,202

a) Transfer from Nightlink Taxi Scheme project to Government Payment for Outputs for the Light Rail Consultancy Project and the Permanent site for Floriade

b) Transfer to the new Department of Environment, Climate Change, Energy and Water following the Administrative Arrangement effective 11 November 2008.

c) Of this amount \$5.3 million relates to general service delivery and the balance of \$3.1 million is for specific government initiatives.

d) This relates to additional funding provided for the RSPCA, National League Teams and the Domestic Tourism Marketing campaign, whilst the increase in capital injection relates primarily to improving cycling and city infrastructure.

e) Represents the funding appropriated in 2008-09 which was not drawdown and has been rolled over to 2009-10 for delivery of a number of capital projects. A detailed breakdown can be found in volume one of this Annual Report

f) This additional appropriation relates to the funding received from the Commonwealth for the Heavy Vehicle Safety and Productivity program, and of National Disaster and Bushfire Mitigation works.

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**Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009**

NOTE 1 OBJECTIVES OF THE DEPARTMENT OF TERRITORY AND MUNICIPAL SERVICES

Operations and Principal Activities of the Department of Territory and Municipal Services

The Department of Territory and Municipal Services (the Department) was established on 1 July 2006 following Notifiable Instrument NI 2006-206 *Administrative Arrangements 2006 (No 2)*. The Department plans, develops, manages and maintains major infrastructure such as buildings, bridges, streetlights and stormwater systems, community paths, parks, nature reserves and sportsgrounds through sustainable asset management practices. The Department is also responsible for the provision of waste and recycling services, ranger services, Yarralumla Nursery, heritage and animal welfare services, and the management of public, territory and municipal open space.

The Department plays a role at the national level in the development of road transport reforms, and regulations and compliance monitoring of road transport regulations and road user safety. The Department is responsible for providing public transport services through ACTION, developing and growing tourism in the ACT, and enhancing sport and recreation opportunities. The Department also provides a range of Government support services, including Property Management and Capital Linen Services.

The Department provides information and communication technology (ICT), procurement, publishing and records services, as well as selected human resource and finance services, to other Government Departments and agencies through Shared Services.

ACTION and Shared Services are part of the Department and report as separate financial entities within the Departments' Annual Report.

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) Basis of Accounting

The *Financial Management Act 1996* (FMA) requires the preparation of annual financial statements (financial report) for ACT Government Departments.

The FMA and the *Financial Management Guidelines* issued under the Act, requires a Department's financial statements (financial report) to include:

- (i) an Operating Statement for the year;
- (ii) a Balance Sheet as at the end of the year;
- (iii) a Statement of Changes in Equity for the year;
- (iv) a Cash Flow Statement for the year;
- (v) a Statement of Appropriation for the year;
- (vi) an Operating Statement for each class of output for the year;
- (vii) a summary of the significant accounting policies adopted for the year; and
- (viii) such other statements as are necessary to be informative to the reader and fairly reflect the financial operations of the Department during the year and its financial position at the end of the year.

**Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009**

**NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES -
CONTINUED**

(a) Basis of Accounting - continued

This general-purpose financial report has been prepared to comply with 'Generally Accepted Accounting Principles' (GAAP) as required by the FMA. The financial report has been prepared in accordance with:

- (i) Australian Equivalents to International Financial Reporting Standards (AIFRS), comprising accounting standards and accounting interpretations issued by the Australian Accounting Standards Board and the former Urgent Issues Group; and
- (ii) ACT Accounting Policies.

The financial report has been prepared using the accrual basis of accounting, which recognises the effects of transactions and events when they occur. The financial report has also been prepared according to the historical cost convention, except for assets which were valued in accordance with the (re)valuation policies applicable to the Department during the reporting period.

This financial report is presented in Australian dollars, which is the Department's functional currency.

The Department of Territory and Municipal Services is an individual financial reporting entity. ACTION and Shared Services are separate financial reporting entities and prepare their own financial reports which are included in the Department's Annual Report.

(b) Departmental and Territorial Items

The Department produces Departmental and Territorial financial reports. The Departmental financial report includes income, expenses, assets and liabilities over which the Department has control. The Territorial financial report includes income, expenses, assets and liabilities that the Department administers on behalf of the ACT Government, but does not control.

The purpose of the distinction between Departmental and Territorial is to enable an assessment of the Department's performance against the decisions it has made in relation to the resources it controls, while maintaining accountability for all resources under its responsibility.

The basis of accounting described in paragraph (a) applies to both Departmental and Territorial financial reports except where specified otherwise.

(c) The Reporting Period

The financial report sets out the financial performance, changes in equity and cash flows of the Department for the year ending 30 June 2009 together with the financial position of the Department as at 30 June 2009.

**Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009**

**NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES -
CONTINUED**

(d) Comparative Figures

Budget Comparatives

To facilitate a comparison with the Budget Papers, as required by the *Financial Management Act 1996*, budget information for 2008-09 has been presented in the financial report. Budget numbers in the financial report are the original budget numbers that appear in the Budget Papers.

Prior Year Comparatives

Comparative information has been disclosed in respect of the 2007-08 financial year for amounts reported in the financial report, except where an Australian Accounting Standard does not require comparative information to be disclosed.

Where the presentation or classification of items in the financial report is amended, the comparative amounts have been reclassified where practical. Where a reclassification has occurred, the nature, amount and reason for the reclassification is provided.

The comparative figures for the 2007-08 financial year include amounts related to functions that have transferred to the Department of the Environment, Climate Change, Energy and Water under the Administrative Arrangements. The figures for the 2008-09 financial year include amounts related to the same functions up to the effective date of transfer of 11 November 2008.

(e) Rounding

All amounts in the financial report have been rounded to the nearest thousand dollars (\$'000). Use of “-” represents zero amounts or amounts rounded down to zero.

(f) Revenue Recognition

Revenue is recognised at the fair value of the consideration received or receivable in the Operating Statement. All revenue is recognised to the extent that it is probable that the economic benefits will flow to the Department and the revenue can be reliably measured. In addition, the following specific recognition criteria must also be met before revenue is recognised:

Taxes, Fees and Fines

Taxes are recognised as revenue at the time of payment. Fees are either recognised as revenue at the time of payment or when the fee is incurred. Fines are recognised as revenue on the issue of the relevant infringement notice. Where the fine attracts a penalty for late payment, the penalty amount is recognised as revenue on issue of the late payment notice.

**Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009**

**NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES –
CONTINUED**

(f) Revenue Recognition - Continued

Sale of Goods

Revenue from the sale of goods is recognised as revenue when the significant risks and rewards of ownership of the goods have transferred to the buyer. The Department retains neither continuing managerial involvement nor effective control over the goods sold and the costs incurred in respect of the transaction can be measured reliably.

Rendering of Services

Revenue from the rendering of services is recognised when the stage of completion of the transaction at the reporting date can be measured reliably and the costs of rendering those services can be measured reliably.

Interest

Interest revenue is recognised using the effective interest rate method.

(g) Resources Received and Provided Free of Charge

Resources received free of charge are recorded as a revenue and expense in the Operating Statement at fair value. The revenue is separately disclosed under Resources Received Free of Charge, with the expense being recorded in the line item to which it relates. Goods and services received free of charge from other ACT Government agencies are recorded as resources received free of charge, where as goods and services received free of charge from entities external to the ACT Government are recorded as donations. Services that are received free of charge are only recorded in the Operating Statement if they can be reliably measured and would have been purchased if not provided to the Department free of charge.

Resources provided free of charge are recorded at their fair value in the expense line items to which they relate.

(h) Contributed Assets

Infrastructure assets received free of charge from the Land Development Agency and the ACT Planning and Land Authority are recorded as revenue at fair value in the Operating Statement under 'Other Gains'. A corresponding amount is recognised in the Balance Sheet under 'Property, Plant and Equipment'.

(i) Repairs and Maintenance

The Department undertakes major cyclical and reactive maintenance on its infrastructure assets. Where the maintenance leads to an upgrade of the asset, and increases the service potential of the existing infrastructure asset, the cost is capitalised. Maintenance expenses which do not increase the service potential of the asset are expensed.

**Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009**

**NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES -
CONTINUED**

(j) Borrowing Costs

Borrowing costs are expensed in the period in which they are incurred. Borrowing costs include an amount required to increase the provision set aside for the future restoration costs of waste landfill sites.

(k) Waivers of Debt

Debts that are waived during the year under section 131 of the *Financial Management Act 1996* are expensed during the year in which the right to payment was waived. Further details of waivers are disclosed at Note 17 – Waivers, Impairment Losses and Write-offs.

(l) Current and Non-Current Items

Assets and liabilities are classified as current or non-current in the Balance Sheet and in the relevant notes. Assets are classified as current where they are expected to be realised within the 12 months following the reporting date. Liabilities are classified as current when they are due to be settled within 12 months of the reporting date or the Department does not have an unconditional right to defer settlement of the liability for at least 12 months after the reporting date.

Assets or liabilities which do not fall within the current classification are classified as non-current.

(m) Impairment of Assets

The Department assesses, at each reporting date, whether there is any indication that an asset may be impaired. Assets are also reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. However, intangible assets that are not yet available for use are tested annually for impairment regardless of whether there is an indication of impairment, or more frequently if events or circumstances indicate they might be impaired.

Any resulting impairment losses for land, buildings, infrastructure, community and heritage assets, plant and equipment and leasehold improvements are recognised as a decrease in the available Asset Revaluation Reserve relating to these classes of assets. Where the impairment loss is greater than the balance in the Asset Revaluation Reserve for the relevant class of asset, the difference is expensed in the Operating Statement. Impairment losses for intangible assets are recognised in the Operating Statement, this is because intangibles are carried at cost. The carrying amount of the asset is reduced to its recoverable amount.

An impairment loss is the amount by which the carrying amount of an asset (or a cash-generating unit) exceeds its recoverable amount. The recoverable amount is the higher of ‘fair value less cost to sell’ and its ‘value in use’. An asset’s ‘value in use’ is its depreciated replacement cost, where the asset would be replaced if the Department were deprived of it. Non-financial assets that have previously been impaired are reviewed for possible reversal of impairment at each reporting date.

**Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009**

**NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES –
CONTINUED**

(n) Cash and Cash Equivalents

For the purposes of the Cash Flow Statement and the Balance Sheet, cash includes cash at bank and cash on hand. Cash equivalents are short-term, highly liquid investments that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value. Cash equivalents include short-term investments held in the Cash Enhanced Portfolio with the Territory Banking Account. Investments in the Cash Enhanced Portfolio are measured at fair value. Any bank overdrafts are included in cash and cash equivalents in the cash flow statement but not in the cash or cash equivalents line on the Balance Sheet.

(o) Receivables

Accounts receivable (including trade receivables and other trade receivables) are initially recognised at fair value and are subsequently measured at amortised cost, with any adjustments to the carrying amount being recorded in the Operating Statement.

Trade receivables arise in the normal course of selling goods and services to other agencies and to the public. Trade receivables are payable within 30 days after the issue of an invoice or the goods/services have been provided under a contractual arrangement. The Department does not grant a discount if payment is received within 30 days.

Other trade receivables arise from outside the normal course of selling goods and services to other agencies and to the public. Other trade receivables are payable within 30 days after the issue of an invoice or the goods/services have been provided under a contractual arrangement. The Department has not entered into any contractual arrangements with any customers allowing it to charge interest at commercial rates where payment is not received within an agreed number of days after the amount falls due, until the whole debt is paid.

The allowance for receivable impairment losses represents the amount of trade and other trade receivables the Department estimates will not be paid. The allowance for impairment losses is based on objective evidence and a review of overdue balances. The Department considers the following is objective evidence of impairment:

- (a) Becoming aware of financial difficulties of debtors;
- (b) Default payments; or
- (c) Debts more than 90 days overdue.

The amount of the impairment loss allowance is the difference between the asset's carrying amount and the estimated future cash flows. The amount of the allowance is recognised in the Operating Statement. The allowance for impairment losses are written back against the receivables account when the Department ceases action to collect the debt as it considers that it will cost more to recover the debt than the debt is worth.

**Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009**

**NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES –
CONTINUED**

(p) Biological Assets

The Department has recognised the commercial softwood plantation as a biological asset in accordance with AASB 141: 'Agriculture'. Management of the Forestry Estate is subject to the *Environment Protection Act 1997*, under which a specific authorisation has been issued. All activities are required to comply with the principles of the 1995 Code of Practice.

Timber is classified as being either 'pre-commercial' or 'commercial'. Pre-commercial stands are less than 15 years old and are not yet suitable to be sold for commercial purpose. Commercial stands are 15 years old or greater in age and are managed to produce commercial output. 'Commercial-beyond normal' are areas within plantations that are beyond the planned rotation length in each forest.

The cost of restoring fire affected forestry land is expensed throughout the year. At the end of each reporting period, this expenditure is assessed against the ACT Accounting Policy 'Accounting for Major Bushfire Recovery Projects' and where appropriate, the relevant expenditure is capitalised. The amount capitalised, usually related to site preparation and tree planting, is included in the value of the land on which the trees are planted, and is not depreciated. In subsequent years the trees are re-valued as part of the revaluation of land and as such, continue to be included in the 'Land' asset class.

(q) Inventories

Inventories are stated at the lower of cost and net realisable value. Cost comprises the purchase price of inventories as well as transport, handling and other costs directly attributable to the acquisition of inventories. Trade discounts, rebates and other similar items are deducted in determining the costs of purchase. The cost of inventories is assigned using the first-in, first-out method.

Net realisable value is determined using the estimated sales proceeds less costs incurred in marketing, selling and distribution to customers.

(r) Assets Held for Sale

Assets held for sale are assets that are available for immediate sale in their present condition, and their sale is highly probable.

Assets held for sale are measured at the lower of the carrying amount and fair value less costs to sell. An impairment loss is recognised for any initial or subsequent write-down of the asset to fair value less cost to sell. Assets held for sale are not depreciated.

**Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009**

**NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES –
CONTINUED**

(s) Acquisition and Recognition of Property, Plant and Equipment

Property, plant and equipment are initially recorded at cost. Cost includes the purchase price, directly attributable costs and the estimated cost of dismantling and removing the item (where, upon acquisition, there is a present obligation to remove the item).

Where property, plant and equipment are acquired at no cost, or minimal cost, cost is its fair value as at the date of acquisition. However property, plant and equipment acquired at no cost or minimal cost as part of Restructuring of Administrative Arrangements is measured at the transferor's book value.

The Department of Territory and Municipal Services has elected to only recognise land under roads acquired after 1 July 2008. As such all land under roads acquired before this date have not been recognised.

Property, plant and equipment with a minimum value of \$5,000 is capitalised.

(t) Measurement of Property, Plant and Equipment After Initial Recognition

Property, plant and equipment is valued using the fair value model. Fair value is the amount for which an asset could be exchanged between knowledgeable willing parties in an arm's length transaction. Fair value is measured using market based evidence available for that asset (or a similar asset), as this is the best evidence of an asset's fair value. Where the market price of an asset cannot be obtained because the asset is specialised and rarely sold, depreciated replacement cost is used as the fair value.

Fair value for land and buildings is measured using current prices in a market for similar properties in a similar location and condition. Fair value for infrastructure assets, leasehold improvements and some community and heritage assets is measured using depreciated replacement cost.

The fair value for land under roads (which is part of the community and heritage asset class) received before 1 July 2008 is measured on an unimproved rateable land valuation basis. Under this methodology a value per square metre of land is estimated by dividing the total unimproved value of rateable land in the Territory by the total area of the Territory. The fair value for land under roads received post 1 July 2008 is measured using englobo land methodology. Englobo land value is generally the value of land which has the appropriate characteristics to facilitate its subdivision into smaller parcels, where this represents a higher and better use than the existing use. This value does not include the services that are added as part of the process of subdivision.

For other community and heritage assets, fair value is determined using a market price where there is a market for the same or similar item.

Land, buildings, infrastructure assets, leasehold improvements and community and heritage assets are re-valued every 3 years. However, if at any time, management considers that the carrying amount of an asset materially differs from its fair value, then the asset will be re-valued regardless of when the last valuation took place.

**Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009**

**NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES –
CONTINUED**

(u) Investment Properties

Investment properties are measured at fair value. Fair value is the amount the asset could be exchanged between knowledgeable, willing parties in an arm's length transaction. The fair value of investment properties as at 30 June 2009 was determined by an independent valuation undertaken by Stephen Hinkelthein (Certified Practising Valuer) from the Australian Valuation Office.

Investment properties are valued annually with any increase/decrease being recorded in the Operating Statement. Investment properties are not depreciated.

(v) Intangible Assets

The Department's Intangible Assets are comprised of internally developed software for internal use.

Internally acquired software is recognised and capitalised when:

- (a) it is probable that the expected future economic benefits that are attributable to the software will flow to the Department;
- (b) the cost of the software can be measured reliably; and
- (c) the acquisition cost is equal to or exceeds \$50,000.

Capitalised software has a finite useful life. Software is amortised on a straight-line basis over its useful life, over a period not exceeding 5 years.

Intangible Assets are measured at cost.

(w) Land Under Roads

The Australian Accounting Standards now require land under roadways, and road reserves, including land under footpaths, nature strips and median strips to be valued. The valuations used have been determined by independent valuations and the methodologies used are consistent with draft guidelines issued by the Australasian Valuers-General.

This has resulted in the recognition of land under roads valued at \$6.3 million as revenue for land received from the Land Development Agency post 1 July 2008 for nil consideration (Note 9 – Other Gains). In accordance with the transitional provisions contained in AASB 1051: Land Under Roads' land received before 1 July 2008 valued at \$1.109 billion has been accounted for directly against Accumulated Funds as at 1 July 2008.

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES – CONTINUED

(x) Valuation of Trees (excluding commercial growing plantations)

The Department has included the value of the commercial forestry plantation as a biological asset for a number of years. The Department has now included the value of non-commercial trees in the financial report for the 2008-09 financial year. The value, which forms part of the Department's land value, was determined by the Australian Valuation Office using methodologies based on the type of trees/vegetation present on the land being valued.

Native open bush land is valued on the basis of sales of similar land with similar vegetation and the value of the trees forms part of the land value.

The impact of this change in accounting policy is a revaluation increment of \$56.6 million to Heritage and Community assets.

(y) Depreciation and Amortisation of Non-Current Assets

Non-current assets with a limited useful life are systematically depreciated or amortised over their useful lives in a manner that reflects the consumption of their service potential. The useful life commences when an asset is ready for use. When an asset is revalued it is depreciated or amortised over its newly assessed remaining useful life. Amortisation is used in relation to intangible assets and depreciation is applied to physical assets such as buildings, infrastructure assets, and plant and equipment.

Land, road earthworks and some community and heritage assets have an unlimited useful life and are therefore not depreciated.

Leasehold improvements and motor vehicles under a finance lease are depreciated over the estimated useful life of each asset, or the unexpired period of the relevant lease, whichever is shorter.

Depreciation and amortisation for non-current assets is determined as follows:

Class of Asset	Depreciation/ Amortisation Method	Useful Life (Years)
Land Restoration	Straight Line	30 – 50
Buildings	Straight Line	20 – 60
Leasehold Improvements	Straight Line	2-10
Plant and Equipment	Straight Line	2 – 20
Infrastructure	Straight Line	10 – 100
Internally Generated Intangibles	Straight Line	2 – 5
Community and Heritage Assets	Straight Line	5 – 100

The useful lives of all major assets held by the Department are reassessed on an annual basis.

**Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009**

**NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES -
CONTINUED**

(z) Payables

Payables are a financial liability and are measured at the fair value of the consideration received when initially recognised and at amortised cost subsequent to initial recognition, with any adjustments to the carrying amount being recorded in the Operating Statement. Amounts are normally settled within 30 days of the invoice date.

Payables include Trade Payables, Accrued Expenses and Other Payables.

Trade Payables represent the amounts owing for goods and services received prior to the end of the reporting period and unpaid at the end of the reporting period and relating to the normal operations of the Department.

Accrued Expenses represent goods and services provided by other parties during the period that are unpaid at the end of the reporting period and where an invoice has not been received by period end.

Other Payables are those unpaid invoices that do not directly relate to the normal operations of the Department.

(aa) Interest Bearing Liabilities

Interest-bearing liabilities are a financial liability measured at the fair value of the consideration received when initially recognised and at amortised cost subsequent to initial recognition, with any adjustments to the carrying amount recorded in the Operating Statement. The associated interest expense is recognised in the reporting period in which it occurs.

(bb) Leases

The Department has both finance and operating leases.

Finance Leases

A finance lease effectively transfers to the Department substantially all the risks and rewards incidental to ownership of the asset/s to which the finance lease relates. The title may or may not eventually be transferred. Finance leases are initially recognised as an asset and a liability at the lower of the fair value of the asset and the present value of the minimum lease payments each being determined at the inception of the lease. The discount rate used to calculate the present value of the minimum lease payments is the interest rate implicit in the lease. Assets under a finance lease are depreciated over the shorter of the asset's useful life and lease term. Assets under a finance lease are depreciated on a straight-line basis. Each lease payment is allocated between interest expense and a reduction of the lease liability. Lease liabilities are classified as current and non-current.

Operating Leases

An operating lease does not effectively transfer to the Department substantially all the risks and rewards incidental to ownership of the asset/s to which the operating lease relates. Operating lease payments are recorded as an expense in the Operating Statement on a straight-line basis over the term of the lease.

**Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009**

**NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES -
CONTINUED**

(cc) Employee Benefits

Employee benefits include wages and salaries, annual leave, long service leave and applicable on-costs. On-costs include annual leave, long service leave and superannuation costs that are incurred when employees take annual and long service leave. These benefits accrue as a result of services provided by employees up to the reporting date that remain unpaid. They are recorded as a liability and as an expense.

Wages and Salaries

Accrued wages and salaries are measured at the amount that remains unpaid to employees at the end of the reporting period.

Annual Leave and Long Service Leave

Annual leave and long service leave that falls due wholly within the next 12 months is measured based on the estimated amount of remuneration payable when the leave is taken.

Annual and long service leave including applicable on-costs that do not fall due within the next 12 months is measured at the present value of estimated future payments to be made in respect of services provided by employees up to the reporting date. Consideration is given to the future wage and salary levels, experience of employee departures and periods of service. At each reporting date, the estimated future payments are discounted using market yields on Commonwealth Government bonds with terms to maturity that match, as closely as possible, the estimated future cash flows. In 2008-09, the discount factor used to calculate the present value of these future payments is 90.5% (95% in 2007-08).

The long service leave liability is estimated with reference to the minimum period of qualifying service. For employees with less than the required minimum period of 7 years qualifying service, the probability that employees will reach the required minimum period has been taken into account in estimating the provision for long service leave and the applicable on-costs.

The provision for annual leave and long service leave includes estimated on-costs. As these on-costs only become payable if the employee takes annual and long service leave while in-service, the probability that employees will take annual and long service leave while in service has been taken into account in estimating the liability for on-costs.

Annual leave and long service leave liabilities are classified as current liabilities in the Balance Sheet where there are no unconditional rights to defer the settlement of the liability for at least 12 months. However, where there is an unconditional right to defer settlement of the liability for at least 12 months, annual leave and long service leave have been classified as a non-current liability in the Balance Sheet.

**Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009**

**NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES -
CONTINUED**

(dd) Superannuation

Superannuation payments are made to the Territory Banking Account each year, to cover the Department's superannuation liability for the Commonwealth Superannuation Scheme (CSS) and the Public Sector Superannuation Scheme (PSS). This payment covers the CSS/PSS employer contribution, but does not include the productivity component. The productivity component is paid directly to ComSuper by the Department. The CSS and PSS are defined benefit superannuation plans meaning that the defined benefits received by employees are based on the employee's years of service and average final salary.

Superannuation payments have also been made directly to superannuation funds for those members of the Public Sector who are part of superannuation accumulation schemes. This includes the Public Sector Superannuation Scheme Accumulation Plan (PSSAP) and schemes of employee choice.

Superannuation employer contribution payments, for the CSS and PSS, are calculated, by taking the salary level at an employee's anniversary date and multiplying it by the actuarially assessed nominal CSS or PSS employer contribution rate for each employee. The productivity component payments are calculated by taking the salary level, at an employee's anniversary date, and multiplying it by the employer contribution rate (approximately 3%) for each employee. Superannuation payments for the PSSAP are calculated by taking the salary level, at an employee's anniversary date, and multiplying it by the appropriate employer contribution rate. Superannuation payments for fund of choice arrangements are calculated by taking an employee's salary each pay and multiplying it by the appropriate employer contribution rate.

A superannuation liability is not recognised in the Balance Sheet as the Superannuation Provision Account recognises the total Territory superannuation liability for the CSS and PSS, and ComSuper and the external schemes recognise the superannuation liability for the PSSAP and other schemes respectively.

The ACT Government is liable for the reimbursement of the emerging costs of benefits paid each year to members of the CSS and PSS in respect of the ACT Government service provided after 1 July 1989. These reimbursement payments are made from the Superannuation Provision Account.

(ee) Equity Contributed by the ACT Government

Contributions made by the ACT Government, through its role as owner of the Department are treated as contributions of equity, this usually takes the form of capital injection for Capital Works.

Increases or decreases in net assets as a result of Administrative Restructures are also recognised in equity.

**Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009**

**NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES -
CONTINUED**

(ff) Insurance

Major risks are insured through the ACT Insurance Authority. The excess payable, under this arrangement, varies depending on each class of insurance held.

(gg) Revenue received in advance

Revenue received in advance relates mainly to cash received for plant sales not yet delivered, sports ground hire, Floriade 2009 stalls and prepaid corporate suites and club memberships at Canberra Stadium.

(hh) Significant Accounting Judgements and Estimates

In the process of applying the accounting policies listed in this note, the Department has made the following judgements and estimates that have the most significant impact on the amounts recorded in the financial report:

- (1) *Assets received from ACT Government agencies:* Assets received from ACT Government agencies totalling \$46.4 million (2007-08 \$86.5 million) are disclosed in Note 9 to the financial report and predominantly relate to completed infrastructure assets transferred to the Department for management and maintenance. However as formal asset acceptance, which usually includes verification of physical assets to works as executed drawings, can take more than 12 months the inclusion of these assets into a revaluation process can be delayed. Given this delay, the assets are valued and recorded in the financial report for the intervening period based on advice from the transferring agencies.
- (2) *Infrastructure Assets:* Infrastructure assets totalling \$5,578.6 million (2007-08 \$5,724 million) are predominately valued based on depreciated replacement cost by writing-down gross replacement values to take account of the age of assets. The age of the assets is predominantly based on the age of the suburb, in which they are located.
- (3) *Land and Buildings:* Land and buildings totalling \$458.1 million (2007-08 \$399 million) are valued on a fair value basis by the Australian Valuation Office. This involves determining values from market based evidence by appraisal.

**Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009**

**NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES –
CONTINUED**

(hh) Significant Accounting Judgements and Estimates - continued

- (4) *Land Under Roads:* The Department has made a significant judgement in determining the fair value of land under roads (Heritage and Community Assets). This is the first financial year that this asset has been recognised in the financial statements and as yet there is not a consensus among jurisdictions and the valuation profession on how to value land under roads. Although the Australasian Valuers-General have issued guidance on the valuation methodology, this guidance is still in draft and has been continually evolving over the last year.

The draft guidance recommends using an englobo methodology where sales evidence is available. This method has been used for land under roads received post 1 July 2008. The interpretation for this methodology is subjective, with the Department receiving valuations for land under roads in one estate ranging from \$22 to \$105 per square metre. The Department has used the lowest valuations received in order to show conservative asset values given the continuing uncertainties in valuation methodology and interpretation.

The guidance also provides an alternative methodology using unimproved rateable land values. Under this methodology a value per square metre of land by dividing the total unimproved value of rateable land in the Territory by the total area of the Territory. Due to the quantum of land in question and the continuing uncertainties in methodology and interpretation, this method has been used for land under roads received before 1 July 2008.

- (5) *Estimation of Useful Lives of Property, Plant and Equipment:* the Department has made a significant estimate in determining the useful lives of Property, Plant and Equipment. The estimate has been based on the historical experience of similar assets and in some cases has been based on valuations provided by the Australian Valuation Office or estimates from officers of the Department. The useful lives are reviewed on an annual basis and any adjustments are made when considered necessary.

Further disclosure concerning an asset's useful life can be found at note 2 (y) Depreciation and Amortisation of Non-Current Assets and also in Note 3 Change in Accounting Policy and Accounting Estimates, Correction or Prior Period Errors and Impact of Accounting Standards Issued but yet to be Applied.

- (6) *Employee Benefits:* Significant judgements have been applied in estimating the liability for employee benefits. The estimated liability for employee benefits requires a consideration of the future wage and salary levels, experience of employee departures and periods of service. The estimate also includes an assessment of the probability that employees will meet the minimum service period required to qualify for long service leave and that on-costs will become payable. Further information on this estimate is provided in Note 2(cc) Employee Benefits and Note 3 Change in Accounting Policy and Accounting Estimates, Correction or Prior Period Errors and Impact of Accounting Standards issued but yet to be Applied.

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

(ii) Significant Accounting Judgements and Estimates - continued

- (7) *Biological Assets:* Plantation Growing Stock values have been determined through an independent valuation performed by an expert forestry consultant (Forsci Pty Ltd) using an estimate of the sustainable yield of the plantations determined by the professional judgement and expertise of Departmental officers. Pre-commercial stock is valued using the average establishment cost of each forest plus an annual maintenance cost per hectare and a compound annual interest rate of 6%. Commercial stock is valued at estimated value on liquidation to the Department using statistical estimation of grade, age, class, volume, site characteristics and other key attributes based on the following key assumptions:
- Product distributions within the standing timber volumes are based on historic distributions; and
 - Prices for products are based on agreed sale prices with mills, after deducting harvesting and transport costs.
- (8) *Impairment of Assets:* Assets are assessed to have been impaired having regard to a number of factors including obsolescence, future continuing use and physical damage based on management assessment.
- (9) *Investment Properties:* Certain properties held by the Department have been classified as Investment Properties in accordance with AASB 140: 'Investment Property'. The Department has classified properties as investment properties if they would normally be tenanted by commercial organisations.
- (10) *Provision for Restoration of Waste Landfill Sites:* The Department uses cost discounted to present value modelling for the provisions for future restoration and remediation of the two Landfill sites. The expected restoration and remediation date for the Mugga Lane Landfill is the year 2018 and for the decommissioned Belconnen landfill is the year 2014.
- (11) *Allowance for Impairment Losses:* The allowance for impairment losses on Territorial receivables principally relates to red light camera, speed camera and traffic infringements. The allowance is made on the basis of debts outstanding for a period of one year or greater. The amount that remains uncollected is used to determine the allowance to be applied to the debt for the current financial year. Again, using the previous year's experience, a further calculation is made to reduce the provision to reflect the fact that some debts that have previously been written-off will be received in the future.

**Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009**

**NOTE 3 CHANGE IN ACCOUNTING POLICY AND ACCOUNTING
ESTIMATES, CORRECTION OF PRIOR PERIOD ERRORS AND
IMPACT OF ACCOUNTING STANDARDS ISSUED BUT YET TO
BE APPLIED**

Change in Accounting Estimates

Revision of the Methodology used to Estimate the Liability for Employee Benefits

This year, the Department of Treasury engaged an actuary to review the methodology used by ACT Government agencies to estimate annual and long service leave liabilities. Following this review, this methodology was revised as follows:

- As disclosed in Note 2 (cc) Employee Benefits, the estimated future payments for annual and long service leave (including applicable on-costs) that do not fall due within the next 12 months are measured at present value.
- The estimated future payments are discounted using market yields on Commonwealth Government bonds at the reporting date with terms to maturity that match, as closely as possible, the estimated future cash flows. The rate used to calculate the present value of these estimated future payments has been revised from 95% to 90.5% mainly due to a change in the long term yields from Commonwealth Government bonds. The revision to the discount rate has resulted in a decrease to the liability for employee benefits and the related expense.
- As disclosed in Note 2 (cc) Employee Benefits, the long service leave liability is estimated with reference to the minimum period of qualifying service. For employees with less than the minimum period of 7 years required qualifying service, the probability that employees will reach the minimum period of qualifying service has been taken into account in estimating the provision for long service leave and the related on-costs.

In previous reporting periods, under the methodology used by ACT Government agencies, this liability was estimated by recognising a 100% liability for employees with 5 or more years of service and 0% for employees with less than 5 years of service. This methodology has been replaced by another methodology, whereby the probability that an employee will reach the minimum service period of seven years is estimated for each completed year of service. The use of this revised methodology has resulted in an increase to the liability for employee benefits and the related expense.

- As disclosed in Note 2(cc) Employee Benefits, employee benefits include wages and salaries, annual leave, long service leave and applicable on-costs.

In previous reporting periods, all applicable on-costs were not included in the estimated annual and long service leave liabilities due to an omission. The inclusion of these on-costs in the current reporting period has resulted in an increase to the liability for employee benefits and the related expense.

The above revisions and corrections to the liability for employee benefits has resulted in an increase in the estimate of employee benefits and the related expense of approximately \$4.195 million in the current reporting period.

**Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009**

**NOTE 3 CHANGE IN ACCOUNTING POLICY AND ACCOUNTING
ESTIMATES, CORRECTION OF PRIOR PERIOD ERRORS AND
IMPACT OF ACCOUNTING STANDARDS ISSUED BUT YET TO
BE APPLIED - CONTINUED**

Change in accounting policy

Classification of Heritage and Community Assets

The Department has applied the ACT Accounting Policy – Heritage and Community Assets which has been updated for reporting periods ending on or after 30 June 2009. In accordance with this policy, the measurement of community assets only includes land and trees and does not include other assets which may be located on the land. As such, the Department has transferred assets valued at \$162.8 million from the Heritage and Community asset class to various other asset classes. The opening balances as at 1 July 2007 of the asset classes and associated comparative figures for depreciation expense have been adjusted accordingly.

Value of Trees on Heritage and Community Land

The Department has applied the ACT Accounting Policy – Heritage and Community Assets which has been updated for reporting periods ending on or after 30 June 2009. The updated policy requires that the value of trees be included in the carrying amount of Heritage and Community land. This change has resulted in a \$56.6 million increment to the value of Heritage and Community assets. The opening balances as at 1 July 2007 of Heritage and Community Assets and the Asset Revaluation Reserve have been adjusted accordingly. The valuation methodology is discussed at Note 2 (hh)(4).

The section below in Note 3 titled, ‘Restatement of Financial Report as a Result of Change in Accounting Policy and Correction of an Error’ shows the restatement of each line item affected by the above changes in accounting policy.

Correction of Prior Period Errors

Recognition of Fire Trail Infrastructure Assets

During 2008-2009 the Department brought to account the value of some 3,000 Kilometres of Fire Trail (dirt road) assets. These Fire Trails have been owned by the Department for several years however, the fair value of these assets had not been taken up in the Department’s books previously.

As this error was made in a reporting period prior to the comparative period, the balance sheet opening balances as at 1 July 2007 were restated as follows.

- Property plant and equipment was increased by \$121.9 million to record the infrastructure that was not previously recorded in the Department’s Balance Sheet.
- Accumulated Funds were increased by \$121.9 million.

**Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009**

**NOTE 3 CHANGE IN ACCOUNTING POLICY AND ACCOUNTING
ESTIMATES, CORRECTION OF PRIOR PERIOD ERRORS AND
IMPACT OF ACCOUNTING STANDARDS ISSUED BUT YET TO
BE APPLIED - CONTINUED**

Revision of the Methodology used to Revalue Infrastructure Assets

This year, the Department conducted a review of the methodology used by the Department to revalue its infrastructure assets in determining the valuation of such assets. Following this review, this methodology was revised as follows:

- As disclosed in Note 2(hh)(2) Infrastructure Assets, the age of the assets is predominantly based on the age of the suburb, in which the asset is located.
- In previous reporting periods the methodology used to determine the age of Infrastructure assets (where actual construction dates were not available) was not applied consistently. For the purposes of the revaluation of Road and Carpark assets as at 30 June 2009, this age data was adjusted to reflect the age of the suburb. The revaluations of other Infrastructure Assets that were performed in 2006-2007 and 2007-2008 were restated using appropriate age data.
- In the 2006-2007 and 2007-2008 reporting periods, the revaluation of infrastructure assets was performed using the following assumptions
 - A 10% residual value was applied to all infrastructure assets.
 - The age of assets deemed to be in a poor condition were adjusted upwards (condition factor).
 - The Depreciated Replacement Cost was determined on a curved basis (i.e. annual depreciation expense is higher in the early years).
- For the purposes of the 30 June 2009 reporting period the value of the infrastructure asset revalued in 2006-2007 and 2007-2008 have been restated using the following assumptions
 - No residual value.
 - No condition factors have been applied.
 - Depreciated Replacement Cost is determined using a straight line basis.

The above revisions have resulted in a \$1,024 million increment in the value of infrastructure assets for the year ended 30 June 2009.

As part of this error was made in a reporting period prior to the comparative period, the balance sheet opening balances as at 1 July 2007 were restated as follows.

- Property Plant and Equipment was increased by \$1,047 million to record the increase in infrastructure due to revaluation increment that was not previously recorded in the Department's Balance Sheet.
- Asset Revaluation Reserve (infrastructure) was increased by \$1,047 million.

**Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009**

**NOTE 3 CHANGE IN ACCOUNTING POLICY AND ACCOUNTING
ESTIMATES, CORRECTION OF PRIOR PERIOD ERRORS AND
IMPACT OF ACCOUNTING STANDARDS ISSUED BUT YET TO
BE APPLIED - CONTINUED**

Revision of the Methodology used to Revalue Infrastructure Assets - continued

In addition, this error resulted in the restatement of the following line items for the year ended 30 June 2008.

- Depreciation was increased by \$27,993 million.
- Operating (Deficit) was increased by \$27,993 million.
- Decrement to the revaluation reserve was decreased by \$5.3 million.
- Fair Value of infrastructure assets was increased by \$5.3 million.
- Accumulated Depreciation on infrastructure assets was increased by \$27,993 million.
- Accumulated Funds were decreased by \$27,993 million.

The section below in Note 3 titled, 'Restatement of Financial Report as a result of Change in Accounting Policy and Correction of an Error' shows the restatement of each line item effected by the above errors.

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 3 CHANGE IN ACCOUNTING POLICY AND ACCOUNTING ESTIMATES, CORRECTION OF PRIOR PERIOD ERRORS AND IMPACT OF ACCOUNTING STANDARDS ISSUED BUT YET TO BE APPLIED - CONTINUED

Restatement of Financial Report as a result of Change in Accounting Policy and Correction of an Error

Financial Report Line Item/Balance Affected	Note	Actual 2008 \$'000	Change in Acc. Policy Adj \$'000	Correction of Error \$'000	Corrected Actual 2008 \$'000
Operating Statement Extract					
Expenses					
Depreciation and Amortisation	13	94,932	-	27,993	122,925
Total Expenses		<u>530,221</u>	<u>-</u>	<u>27,993</u>	<u>558,214</u>
Operating (Deficit)		<u>(46,862)</u>	<u>-</u>	<u>(27,993)</u>	<u>(74,855)</u>
Balance Sheet Extract					
Property, Plant and Equipment	25	5,525,077	56,602	1,145,932	6,727,611
Total Non- Current Assets		<u>5,744,184</u>	<u>56,602</u>	<u>1,145,932</u>	<u>6,946,718</u>
Total Assets		<u>5,809,522</u>	<u>56,602</u>	<u>1,145,932</u>	<u>7,012,056</u>
Net Assets		<u>5,676,199</u>	<u>56,602</u>	<u>1,145,932</u>	<u>6,878,733</u>
Equity					
Accumulated Funds	35	4,131,020	-	93,895	4,224,915
Asset Revaluation Reserve		1,545,179	56,602	1,052,037	2,653,818
Total Equity		<u>5,676,199</u>	<u>56,602</u>	<u>1,145,932</u>	<u>6,878,733</u>

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 3 CHANGE IN ACCOUNTING POLICY AND ACCOUNTING ESTIMATES, CORRECTION OF PRIOR PERIOD ERRORS AND IMPACT OF ACCOUNTING STANDARDS ISSUED BUT YET TO BE APPLIED - CONTINUED

Restatement of Financial Report as a Result of Change in Accounting Policy and Correction of an Error - continued

Financial Report Line Item/Balance Affected	Actual 2008 \$'000	Change in Acc. Policy Adj \$'000	Correction of Error \$'000	Corrected Actual 2008 \$'000
Statement of Changes in Equity Extract				
Total Equity at the Beginning of the Reporting Period	5,307,132	56,602	1,173,925	5,429,020
Operating (Deficit)	(46,862)	-	(27,993)	(74,855)
		-	-	
Total Equity at the end of the Reporting Period	5,676,199	56,602	1,145,932	6,878,733
Note 25. Property ,Plant and Equipment Extract				
Land and Buildings				
Land at Fair Value	126,950	(750)	-	126,200
Total Land at Fair Value	126,950	(750)	-	126,200
Total Written-Down Value of Land	128,488	(750)	-	127,738
Buildings at Fair Value	242,609	48,232	-	290,841
Less Accumulated Depreciation	(10,066)	(8,639)	-	(18,705)
Less Accumulated Impairment (Losses)		(886)		(886)
Total Buildings at Fair Value	232,543	38,707	-	271,250
Total Written-Down Value of Buildings	232,543	38,707	-	271,250
Total Written-Down Value of Land and Buildings	361,031	37,957	-	398,988

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 3 CHANGE IN ACCOUNTING POLICY AND ACCOUNTING ESTIMATES, CORRECTION OF PRIOR PERIOD ERRORS AND IMPACT OF ACCOUNTING STANDARDS ISSUED BUT YET TO BE APPLIED - CONTINUED

Restatement of Financial Report as a Result of Change in Accounting Policy and Correction of an Error - continued

Financial Report Line Item/Balance Affected	Actual 2008 \$'000	Change in Acc. Policy Adj \$'000	Correction of Error \$'000	Corrected Actual 2008 \$'000
LEASEHOLD IMPROVEMENTS				
Leasehold Improvements at Fair Value	19,463	(16,401)	-	3,062
Less Accumulated Depreciation	(9,876)	7,962	-	(1,914)
Less Accumulated Impairment Losses				
Total Written-Down Value of Leasehold Improvements	9,587	(8,439)	-	1,148
PLANT AND EQUIPMENT				
Plant and Equipment Under a Finance Lease	8,670	(1,092)	-	7,578
Accumulated Depreciation of Plant and Equipment under a Finance Lease	(2,463)	832	-	(1,631)
Total Plant and Equipment Under Finance Lease	6,207	(260)	-	5,947
Plant and Equipment at Fair Value	19,373	29,503	-	48,876
Less Accumulated Depreciation	(4,096)	(633)	-	(4,729)
Less Accumulated Impairment (Losses)		-		
Total Plant and Equipment at Fair Value	15,277	28,870	-	44,147
Total Written-Down Value of Plant and Equipment	21,484	28,610	-	50,094
INFRASTRUCTURE ASSETS				
Roads at Fair Value	2,938,624	-	(855,608)	2,083,016
Less Accumulated Depreciation	(1,041,326)	-	977,496	(63,830)
Total Roads at Fair Value	1,897,298	-	121,888	2,019,186
Total Written-Down Value of Roads	1,897,298	-	121,888	2,019,186
Bridges at Fair Value	707,124	-	220,830	927,954
Less Accumulated Depreciation	(7,909)	-	(4,563)	(12,472)
Total Bridges at Fair Value	699,215	-	216,267	915,482
Total Written-Down Value of Bridges	699,215	-	216,267	915,482
Stormwater Assets at Fair Value	1,538,180	-	712,435	2,250,615
Less Accumulated Depreciation	(19,076)	-	(14,680)	(33,756)
Total Stormwater Assets at Fair Value	1,519,104	-	697,755	2,216,859
Total Written-Down Value of Stormwater Assets	1,519,104	-	697,755	2,216,859

Department of Territory and Municipal Services
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For the Year Ended 30 June 2009

NOTE 3 CHANGE IN ACCOUNTING POLICY AND ACCOUNTING ESTIMATES, CORRECTION OF PRIOR PERIOD ERRORS AND IMPACT OF ACCOUNTING STANDARDS ISSUED BUT YET TO BE APPLIED - CONTINUED

Restatement of Financial Report as a Result of Change in Accounting Policy and Correction of an Error - continued

Financial Report Line Item/Balance Affected	Actual 2008 \$'000	Change in Acc. Policy Adj \$'000	Correction of Error \$'000	Corrected Actual 2008 \$'000
Cyclepaths and Footpaths at Fair Value	50,935	-	12,396	63,331
Less Accumulated Depreciation	(1,671)	-	(3,335)	(5,006)
Total Cyclepaths and Footpaths at Fair Value	49,264	-	9,061	58,325
Total Written-Down Value of Cyclepaths and Footpaths	49,264	-	9,061	58,325
Other Infrastructure at Fair Value	375,596	104,798	106,376	586,770
Less Accumulated Depreciation	(63,607)	(171)	(5,415)	(69,193)
Less Accumulated Impairment (Losses)	(3,380)	-	-	(3,380)
Total Other Infrastructure at Fair Value	308,609	104,627	100,961	514,197
Total Written-Down Value of Other Infrastructure	308,609	104,627	100,961	514,197
Total Written-Down Value of Infrastructure	4,473,490	104,627	1,145,932	5,724,049

Department of Territory and Municipal Services
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NOTE 3 CHANGE IN ACCOUNTING POLICY AND ACCOUNTING ESTIMATES, CORRECTION OF PRIOR PERIOD ERRORS AND IMPACT OF ACCOUNTING STANDARDS ISSUED BUT YET TO BE APPLIED – CONTINUED

Restatement of Financial Report as a Result of Change in Accounting Policy and Correction of an Error – continued

Financial Report Line Item/Balance Affected	Actual 2008 \$'000	Change in Acc. Policy Adj \$'000	Correction of Error \$'000	Corrected Actual 2008 \$'000
HERITAGE AND COMMUNITY ASSETS				
Land (Heritage and Community Assets) at Fair Value	480,115	57,352	926	538,393
Less Accumulated Impairment Losses			(926)	(926)
Total Land (Heritage and Community Assets) at Fair Value	480,115	57,352	-	537,467
Library Materials at Fair Value	6,839	0	-	6,839
Less Accumulated Depreciation	-	0	-	-
Total Library Materials at Fair Value	6,839	-	-	6,839
Other Community and Heritage Assets at Fair Value	174,081	(165,039)	-	9,042
Less Accumulated Depreciation	(1,550)	1,534	-	(16)
Total Other Community and Heritage Assets at Fair Value	172,531	(163,505)	-	9,026
Summary of Community and Heritage Assets at Fair Value				
Community and Heritage Assets at Fair Value	661,035	(107,687)	926	554,274
Less Accumulated Depreciation	(1,550)	1,534		(16)
Less Accumulated Impairment Losses			(926)	(926)
Total Written-Down Value of Community and Heritage Assets at Fair Value	659,485	(106,153)		553,332
TOTAL WRITTEN-DOWN VALUE OF PROPERTY, PLANT AND EQUIPMENT				
	5,525,077	56,602	1,145,932	6,727,611

**Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009**

NOTE 3 CHANGE IN ACCOUNTING POLICY AND ACCOUNTING ESTIMATES, CORRECTION OF PRIOR PERIOD ERRORS AND IMPACT OF ACCOUNTING STANDARDS ISSUED BUT YET TO BE APPLIED – CONTINUED

Impact of Accounting Standards Issued but yet to be Applied

The following new and revised accounting standards and interpretations have been issued by the Australian Accounting Standards Board but do not apply to the current reporting period. These standards and interpretations are applicable to future reporting periods. The Department does not intend to adopt these standards and interpretations early. It is estimated that the effect of adopting the below pronouncements, when applicable, will have no material financial impact on the Department in future reporting periods:

- AASB 3 Business Combinations (application date 1 July 2009);
- AASB 8 Operating Segments (application date 1 January 2009);
- AASB 101 Presentation of Financial Statements (application date 1 January 2009);
- AASB 123 Borrowing Costs (application date 1 January 2009);
- AASB 127 Consolidated and Separate Financial Statements (application date 1 July 2009);
- AASB 1039 Concise Financial Reports (application date 1 January 2009);
- AASB 2007-3 Amendments to Australian Accounting Standards arising from AASB 8 [AASB 5, AASB 6, AASB 102, AASB 107, AASB 119, AASB 127, AASB 134, AASB 136, AASB 1023 & AASB 1038] (application date 1 January 2009);
- AASB 2007-6 Amendments to Australian Accounting Standards arising from AASB 123 [AASB 1, AASB 101, AASB 107, AASB 111, AASB 116 & AASB 138 and Interpretations 1 & 12] (application date 1 January 2009);
- AASB 2007-8 Amendments to Australian Accounting Standards arising from AASB 101 (application date 1 January 2009);
- AASB 2007-10 Further Amendments to Australian Accounting Standards arising from AASB 101 (application date 1 January 2009);
- AASB 2008-1 Amendments to Australian Accounting Standard - Share-based Payments: Vesting Conditions and Cancellations [AASB 2] (application date 1 January 2009);
- AASB 2008-2 Amendments to Australian Accounting Standards – Puttable Financial Instruments and Obligations arising on Liquidation [AASB 7, AASB 101, AASB 132, AASB 139 & Interpretation 2] (application date 1 January 2009);
- AASB 2008-3 Amendments to Australian Accounting Standards arising from AASB 3 and AASB 127 [AASBs 1, 2, 4, 5, 7, 101, 107, 112, 114, 116, 121, 128, 131, 132, 133, 134, 136, 137, 138 & 139 and Interpretations 9 & 107] (application date 1 July 2009);
- AASB 2008-5 Amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 5, 7, 101, 102, 107, 108, 110, 116, 118, 119, 120, 123, 127, 128, 129, 131, 132, 134, 136, 138, 139, 140, 141, 1023 & 1038] (application date 1 January 2009);
- AASB 2008-6 Further Amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 1 & AASB 5] (application date 1 July 2009);

**Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
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**NOTE 3 CHANGE IN ACCOUNTING POLICY AND ACCOUNTING
ESTIMATES, CORRECTION OF PRIOR PERIOD ERRORS AND
IMPACT OF ACCOUNTING STANDARDS ISSUED BUT YET TO
BE APPLIED – CONTINUED**

Impact of Accounting Standards Issued but yet to be Applied - continued

- AASB 2008-7 Amendments to Australian Accounting Standards – Cost of an Investment in a Subsidiary, Jointly Controlled Entity or Associate [AASB 1, AASB 118, AASB 121, AASB 127 & AASB 136] (application date 1 January 2009);
- Int 15 Agreements for the Construction of Real Estate [AASB 118] (application date 1 January 2009);
- AASB 2008-8 Amendments to Australian Accounting Standards - Eligible Hedged Items [AASB 139] (application date 1 July 2009);
- ASB 2008-9 Amendments to AASB 1049 for Consistency with AASB 101 (application date 1 January 2009);
- AASB 2008-11 Amendments to Australian Accounting Standard – Business Combinations Among Not-for-Profit Entities [AASB 3] (application date 1 July 2009); and
- AASB 2008-13 Amendments to Australian Accounting Standards arising from AASB Interpretation 17 – Distributions of Non-cash Assets to Owners [AASB 5 & AASB 110] (application date 1 July 2009).

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 4 GOVERNMENT PAYMENT FOR OUTPUTS

Government Payment for Outputs (GPO) is revenue received from the ACT Government to fund the costs of delivering outputs. The ACT Government Payment for Outputs is drawn down on a 'just in time basis' consistent with the ACT Government's cash management framework.

	2009	2008
	\$'000	\$'000
Revenue from the ACT Government		
Government Payment for Outputs ^a	234,890	225,017
Government Payment for Community Service Obligations ^b	66,210	59,740
Total Government Payment for Outputs	301,100	284,757

a) The GPO allocation for 2008-09 is \$9.825 million more than the 2007-08 allocation reflecting additional funding required to meet the price and growth impacts for municipal services delivery, and specific initiatives identified during the 2008-09 year.

b) The variation from 2007-08 to 2008-09 arises primarily from increased government funding for the implementation of an expanded bus network in 2008 and increased insurance costs.

NOTE 5 USER CHARGES

User-charges revenue is derived by providing goods and services to other ACT Government agencies and to the public. User-charges revenue is not part of ACT Government appropriation and is paid by the user of the goods or services. This revenue is driven by consumer demand and is commercial in nature.

User Charges – ACT Government

User Charges - ACT Government ^a	72,220	65,996
Total User Charges – ACT Government	72,220	65,996

User Charges – Non-ACT Government

Sales ^b	1,405	811
Service Revenue (Non-ACT Government) ^c	21,109	18,807
Rent from Tenants ^d	7,222	5,152
Total User Charges - Non-ACT Government	29,736	24,770
Total User Charges for Goods and Services	101,956	90,766

a) This increase is primarily the result of an increase in property and facilities management activities.

b) The variation is a result of increased Floriade revenue from the Nightfest event.

c) This is an increase in revenue receipts for government businesses and revenue recognised from the Commonwealth Government.

d) This is increased rental revenue received on investment properties from Downer, Erindale and Narrabundah business parks and Manning Clarke offices.

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 6 INTEREST

	2009	2008
	\$'000	\$'000
Revenue from ACT Government Entities		
Interest Revenue from the Territory Banking Account	369	296
Total Interest Revenue from ACT Government Entities	369	296
Total interest revenue from financial assets at fair value through Profit and Loss	369	296

NOTE 7 RESOURCES RECEIVED FREE OF CHARGE

Resources received free of charge relate to goods and/or services being provided free of charge from other agencies within the ACT Government. Goods and services received free of charge from entities external to the ACT Government are classified as donations.

Revenue from ACT Government Entities

Department of Justice and Community Safety - Legal Services	1,151	953
Emergency Services Agency - Support Charges	360	360
Legislative Assembly Secretariat - Library Accommodation Expenses	45	39
Total Resources Received Free of Charge	1,556	1,352

NOTE 8 OTHER REVENUE

Other Revenue arises from the core activities of the Department. Other Revenue is distinct from Other Gains, as Other Gains tend to be one off unusual items that are not part of the core activities of the Department.

Revenue from Non-ACT Government Entities

Commonwealth Government Grants ^a	1,616	6,807
Taxes, Fees and Fines	3,260	3,247
Other ^b	6,219	9,519
Total Revenue from Non-ACT Government Entities	11,095	19,573
Total Other Revenue	11,095	19,573

a) The result for the 2007-08 financial year included revenue from the National Water Commission to match expenditure of \$2.8 million for Capital Works programs. In 2007-08 there was a strong focus on completing NAP & NHT programs prior to the new commonwealth funding agreement - 'Caring for our Country'. In the 2008-09 financial year, the major components of the programs, including the National Water Commission program and the Single Holding account for the commonwealth funding agreement was transferred to the new Department of the Environment, Climate Change, Energy and Water following the Administrative Arrangements effective 11 November 2008.

b) The 2007-08 outcome included insurance claims reimbursed by ACT Insurance Authority for storm damage. This year's amount included amounts received in respect of the Capital Improvement Fund.

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 9 OTHER GAINS

Other gains tend to be one-off, or more unusual transactions which are not part of the Department's core activities. Other gains are distinct from other revenue, as other revenue arises from the core activities of the Department.

	2009	2008
	\$'000	\$'000
Gain on Investment Properties	32,065	-
Value of Assets Recognised for the First Time ^a	16,242	-
Assets Received from ACT Government Agencies ^b	46,410	86,547
Gain on Sale of Assets ^c	1,187	68
Total Other Gains	95,904	86,615

a) Value of assets recognised for the first time includes land under roads (\$6.3 million) and property assets that were originally transferred to the Department at zero value (\$9.9 million).

b) Infrastructure transfers to the Department have been made by the Land Development Agency and the ACT Planning and Land Authority and surplus properties have been received from various other Government Agencies. These assets include roads, streetlights, guardrails and related infrastructure and property assets.

c) Gain on Sale of Assets includes \$1.08 million relating to sale of pines at Fairbairn (Biological asset).

NOTE 10 EMPLOYEE EXPENSES

Wages and Salaries ^a	78,365	71,806
Annual Leave Expense ^b	2,371	221
Long Service Leave Expense ^c	3,883	273
Comcare Costs	1,700	1,692
Termination Expense	1,244	1,553
Other Employee Benefits and On-Costs	852	923
Total Employee Expenses	88,415	76,468

a) The increase in wages and salaries is due to the replacement of selected contract labour hire staff with permanent staff and additional funding for municipal service delivery.

b) The increase in the annual leave expense is due to the inclusion of on-costs in the estimate of the Annual Leave liability. Refer to Note 3: Change in Accounting Policy and Accounting Estimates, Correction of Prior Period Errors and Impact of Accounting Standards issued but not yet Applied for further details on this change.

c) The increase in the Long Service Leave expense is due to the change in the methodology used to estimate of the Long Service Leave liability. Refer to Note 3: Change in Accounting Policy and Accounting Estimates, Correction of Prior Period Errors and Impact of Accounting Standards issued but not yet Applied for further details on this change.

NOTE 11 SUPERANNUATION EXPENSES

The Department receives funding for superannuation payments as part of the Government Payment for Outputs. The Department then makes payments on a fortnightly basis to the Territory Banking Account for its portion of the Territory's CSS and PSS superannuation liability. The productivity benefit for these schemes is paid directly to ComSuper.

Superannuation payments have been made direct to ComSuper to cover its superannuation liability for employees that are in the new Public Sector Superannuation Scheme Accumulation Plan (PSSAP).

Superannuation payments are also made to external providers as part of the new employee work choice arrangements, and to employment agencies for the superannuation contribution it is required to make for the contract staff it employs

Superannuation Contributions to the Territory Banking Account	8,160	8,338
Productivity Benefit	457	1,735
Superannuation Payment to Comsuper (for the PSSAP)	555	441
Superannuation to External Providers	2,702	669
Total Superannuation Expenses^a	11,874	11,183

a) The increase in Superannuation expense in 2008-09 recognises the increase in wages and salaries expense for the year.

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 12 SUPPLIES AND SERVICES

	2009	2008
	\$'000	\$'000
Repairs and Maintenance (e.g. parks, roads and property)	79,329	80,887
Building and Facilities Operating Costs ^a	44,250	38,283
Professional Services (e.g. contractors and consultants) ^b	38,367	41,806
Information Technology and Communications	14,920	14,321
Consumables	10,616	10,305
Insurance	8,493	7,653
Communication, Printing and Publication	7,152	6,512
Operating Lease Costs ^c	5,513	6,972
Finance and Human Resources Charges	4,399	4,371
Cost of Goods Sold	3,748	3,432
Contributions to Projects	1,844	1,916
Legal Costs	1,673	1,849
Other Human Resource Costs	1,437	1,291
Staff Development and Training	952	1,162
Membership and Associations	760	521
Bank Fees and Charges	365	343
Other Supplies and Services	13	453
Total Supplies and Services	223,831	222,077

a) The increase in building and facilities operating costs represents the increase in property and facilities management maintenance activities.

b) The decrease in costs reflects the transfer of functions due to revised Administrative arrangements, fiscal restraint, and a shift of costs from contract staff to employee expenses.

c) Operating Lease costs primarily related to motor vehicles and plant and equipment have reduced as a result of replacing expired operating leases with finance leases.

NOTE 13 DEPRECIATION AND AMORTISATION

Depreciation

Land Restoration ^a	3,961	(216)
Buildings	12,782	12,287
Infrastructure Assets ^b	104,471	101,146
Plant and Equipment ^b	8,225	4,945
Heritage and Community Assets	2,188	2,210
Leasehold Improvements	173	198
Total Depreciation	131,800	120,570

Amortisation

Intangible Assets	1,291	2,355
Total Amortisation	1,291	2,355
Total Depreciation and Amortisation	133,092	122,925

a) The land restoration provisions were revalued during 2007-2008. The anticipated date of the restorations was amended resulting in a writeback of depreciation.

b) Depreciation has increased due to the impact of 2007-2008 additions and revaluations.

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 14 GRANTS AND PURCHASED SERVICES

Grants are amounts provided by the Department to ACT Government entities and non-ACT Government entities for general assistance or for a particular purpose. Grants may be for capital, current or recurrent purposes and the name or category reflects the use of the grant. The grants given are usually subject to terms and conditions set out in the contract, correspondence, or by legislation.

Purchased services are amounts paid to obtain services from other ACT Government entities and external parties.

	2009	2008
	\$'000	\$'000
Payments to Service Providers - ACTION ^a	66,210	59,740
Grants to Community Organisations	12,054	10,720
Grants to National Capital Authority ^b	-	30,511
Total Grants and Purchased Services	78,264	100,971

a) The variation from 2007-08 to 2008-09 arises primarily from increased government funding for the implementation of an expanded bus network in 2008 and increased insurance costs.

b) The amount shown for 2007-08 relates to the transfer of infrastructure assets to the National Capital Authority as part of the Griffin Legacy project.

NOTE 15 BORROWING COSTS

Interest on Borrowings	1,742	1,759
Finance Charges on Finance Lease	526	306
Borrowing Cost for Land Restoration ^a	1,832	445
Total Borrowing Costs	4,100	2,510

a) Borrowing costs for land restoration have increased due to an increase in the land restoration provision in 2007-08.

NOTE 16 OTHER EXPENSES

Expensing of Capital Works in Progress ^a	5,986	1,849
Transfer of Assets to ACT Government Entities ^b	12,616	862
Waivers, Impairment Losses on Debts (see Note 17)	168	519
Loss on Disposal of Assets	1,786	756
Other Expenses ^c	1,723	18,094
Total Other Expenses	22,279	22,080

a) A large number of projects in 2008-09 were identified as being complete. The larger component completed resulted in a larger volume expensed in accordance with generally accepted accounting principles

b) Various properties were transferred to the Department of Justice and Community Safety and the Department of Disability, Housing and Community Services during 2008-09.

c) The amount included for 2007-08 included a revaluation decrement for biological assets of \$2.96 million and a provision for the remediation works at the belconnen landfill of \$14.6 million.

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 17 IMPAIRMENT LOSSES AND WRITE-OFFS

Under Section 131 of the *Financial Management Act 1996* the Treasurer may, in writing, waive the right to payment of an amount payable to the Territory. In 2008-09 the Department did not submit to the Treasurer any debt waivers for loans owing by third parties.

A waiver is the relinquishment of a legal claim to a debt over which the Department has control. The write-off of a debt is the accounting action taken to remove a debt from the books but does not relinquish the legal right of the Department to recover the amount. The write-off of debts may occur for reasons other than waivers.

The impairment losses and write-offs listed below have occurred during the reporting period for the Department.

	2009		2008	
	No.	\$'000	No.	\$'000
Impairment Loss from Receivables				
Trade Receivables	64	163	205	517
Total Impairment Loss from Receivables	64	163	205	517
Total Impairment Losses	64	163	205	517
Write-offs				
Losses or Deficiencies in Public Monies	10	5	7	2
Total Write-offs	10	5	7	2
Total Impairment Losses and Write-offs	74	168	212	519

NOTE 18 ACT OF GRACE PAYMENTS

There were no Act of Grace payments made during the reporting period pursuant to Section 130 of the *Financial Management Act 1996*. There were no Act of Grace payments made during the 2007-08 year pursuant to Section 130 of the *Financial Management Act 1966*.

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
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NOTE 19 AUDITOR'S REMUNERATION

Auditor's remuneration relates to financial audit services provided to the Department by the ACT Auditor-General's Office to conduct the financial audit. No other services were provided by the ACT Auditor-General's Office.

	2009 \$'000	2008 \$'000
Audit Services		
Audit Fees paid to the ACT Auditor-General's Office	220	269
Total Audit Fees	220	269
Total Auditor's Remuneration	220	269

NOTE 20 CASH AND CASH EQUIVALENTS

The Department holds a number of bank accounts with the Commonwealth Bank as part of the whole-of-government banking arrangements. As part of these arrangements, the Department does not receive any interest on these accounts. Short-term investments were also held with the Territory Banking Account in the Cash Enhanced Portfolio throughout the year. The investment earned a floating interest rate of 5.0% (6.5% in 2008). These funds are able to be withdrawn upon request.

Cash on Hand	580	700
Cash at Bank	28,371	27,101
Investments with the Territory Banking Account - Cash Enhanced Portfolio	139	239
Total Cash and Cash Equivalents	29,090	28,040

NOTE 21 RECEIVABLES

Current Receivables

Trade Receivables	13,948	12,189
Less: Allowance for Impairment Losses	(317)	(414)
	13,631	11,775

Other Receivables	6,702	6,366
Less: Allowance for Impairment Losses	(6)	(3)
	6,696	6,363

Accrued Revenue	2,172	1,436
Net Goods and Services Tax Receivable	3,653	2,765
	5,825	4,201

Total Current Receivables	26,152	22,339
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Non-Current Receivables

Other Receivables ^a	9,115	14,641
	9,115	14,641
Total Receivables	35,267	36,980

a) Forestry insurance funding payable by the ACT Insurance Authority to the Department was reduced by \$3.988 million in 2008-09 as reimbursement of costs incurred by the Department for fire restoration works.

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
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NOTE 21 RECEIVABLES - CONTINUED

Aging of Receivables

	Not Overdue	Past Due			Total
		Less than 30 Days	30 to 60 Days	Greater than 60 Days	
	\$'000	\$'000	\$'000	\$'000	\$'000
2009					
Not Impaired^a					
Receivables	30,091	1,553	960	2,664	35,267
Impaired					
Receivables	-	-	-	(323)	(323)
2008					
Not Impaired^a					
Receivables	31,035	3,608	751	1,586	36,980
Impaired					
Receivables	-	-	-	(417)	(417)

a) 'Not Impaired' refers to Net Receivables (that is Gross Receivables less Impaired Receivables).

The Department holds collateral as security for the loans receivable which are overdue or determined to be impaired. However it does not hold any collateral for all other receivables that are overdue or determined to be impaired.

	2009	2008
	\$'000	\$'000
Reconciliation of the Allowance for Impairment Losses		
Allowance for Impairment Losses at the Beginning of the Reporting Period	(417)	(365)
Additional Allowance Recognised	(99)	(569)
Reduction in Allowance Resulting from a Write-back against the Receivables	193	517
Allowance for Impairment Losses at the End of the Reporting Period	(323)	(417)

The carrying amount of financial assets that are past due or impaired, whose terms have been renegotiated is nil.

Classification of ACT Government/Non-ACT Government Receivables

Receivables from ACT Government Entities

Net Trade Receivables	7,930	5,574
Net Other Trade Receivables	14,594	20,335
Accrued Revenue	1,086	751
Total Receivables from ACT Government Entities	23,610	26,660

Receivables from Non-ACT Government Entities

Net Trade Receivables	5,701	6,201
Net Other Trade Receivables	1,217	669
Accrued Revenue	1,086	685
Net Goods and Services Tax Receivable	3,653	2,765
Total Receivables with Non-ACT Government Entities	11,657	10,320
Total Receivables	35,267	36,980

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 22 INVENTORIES

	2009	2008
	\$'000	\$'000
Current Inventories		
Raw Materials - at Cost	1,201	1,180
Finished Goods - at Cost	2,809	2,436
Total Current Inventories	4,010	3,616
Total Inventories	4,010	3,616

NOTE 23 ASSETS HELD FOR SALE

A number of buildings were identified as surplus and have therefore been classified in accounting terms as 'assets held for sale'. These assets were being held while remediation works were undertaken pending transfer to the ACT Land Development Agency for sale.

Land	-	2,560
Buildings	-	6,413
Site Improvements	-	61
Total Assets Held for Sale	-	9,034

Represented by:

Kama Homestead Land	-	500
Fassifern Land	-	400
Mt Neighbour Primary School	-	650
Giralang Preschool Land	-	100
McKellar Preschool and Former Health Clinic Land	-	150
Macarthur Preschool Land	-	60
Rivett Primary School Land	-	700
Kama Homestead Building	-	172
Fassifern Building	-	100
Mt Neighbour Primary School Building	-	2,520
McKellar Preschool and Former Health Clinic Building	-	168
Rivett Primary School Building	-	3,453
Giralang Preschool Site Improvements	-	22
Macarthur Preschool Site Improvements	-	39
Total Assets Held for Sale*	-	9,034

a) There are no assets held for sale as at 30 June 2009. The properties held for sale as at 30 June 2008 have been transferred to other government agencies or reclassified as property, plant and equipment.

Department of Territory and Municipal Services
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NOTE 24 INVESTMENT PROPERTIES

The Department manages the Australian Capital Territory's commercial buildings, leases commercial buildings on behalf of the Territory, manages government office accommodation at whole-of-government level, and manages properties that have become surplus to government agencies service delivery needs.

In accordance with AASB140: 'Investment Property', the Department has classified properties as investment properties if they would normally be tenanted by commercial organisations. Investment properties are held at fair value based upon independent valuations undertaken by the Australian Valuation Office.

The sale of investment property is dependent on land use restrictions and is subject to ACT Government policies and directives.

There are no contractual obligations to construct, purchase or develop investment properties. Further, the Department does not have any contractual obligation for the repair, maintenance or enhancement of its investment properties.

	2009	2008
	\$'000	\$'000
Land at Fair Value ^a	46,390	31,375
Total Land at Fair Value	46,390	31,375
Buildings at Fair Value ^a	78,610	35,636
Total Buildings at Fair Value	78,610	35,636
Total Investment Properties	125,000	67,011

a) The fair value of investment properties as at 30 June 2009 was determined by an independent valuation undertaken by Stephen Hinkelthein (Certified Practising Valuer) from the Australian Valuation Office.

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 24 INVESTMENT PROPERTIES - CONTINUED

	2009	2008
	\$'000	\$'000
Income and Expense from Investment Properties		
Rental Income	1,530	1,067
Less: Direct Operating Expenses of Investment Properties that Generated Investment Income	(1,306)	(1,319)
Less: Direct Operating Expenses of Investment Properties that did not Generate Investment Income	(17)	(240)
Total Operating Profit/(Loss) from Investment Properties	207	(492)

Leasing of Investment Properties

Investment Properties held by the Department are leased to private sector entities under long-term operating leases with rental income being received quarterly. These operating leases are non-cancellable. The minimum lease payments resulting from the leasing of investment properties that are not recognised in the financial report are as follows:

Within One Year	698	746
Later than One Year but not Later than 5 Years	2,366	2,576
Later than 5 Years	635	1,476
Total	3,699	4,798

Reconciliation of Investment Properties

The following table shows the movement in value of investment properties during 2008-09.

	Land	Buildings	Total
	\$'000	\$'000	\$'000
Carrying Amount at the Beginning of the Reporting Period	31,375	35,636	67,011
Net Gain or Loss on Revaluation ^a	15,415	16,650	32,065
Other Movements ^b	(400)	26,324	25,924
Carrying Amount at the End of the Reporting Period	46,390	78,610	125,000

a) The fair value of investment properties as at 30 June 2009 was determined by an independent valuation undertaken by Stephen Hinkelthein (Certified Practising Valuer) from the Australian Valuation Office.

b) Costs related to the upgrade of the National Convention Centre (\$25.9 million) were capitalised during 2008-09.

The following table shows the movement of investment properties during 2007-08.

	Land	Buildings	Total
	\$'000	\$'000	\$'000
Carrying Amount at the Beginning of the Reporting Period	31,375	35,636	67,011
Net Gain or Loss on Revaluation	-	-	-
Other Movements	-	-	-
Carrying Amount at the End of the Reporting Period	31,375	35,636	67,011

Department of Territory and Municipal Services
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NOTE 25 PROPERTY, PLANT AND EQUIPMENT

Property, plant and equipment includes the following classes of assets – land, buildings, leasehold improvements, plant and equipment, infrastructure assets, and heritage and community assets. Property, plant and equipment does not include assets held for sale or investment property.

- *Land* includes leasehold land held by the Department but excludes land under roads.
- *Buildings* include office buildings and warehouses.
- *Leasehold improvements* represents capital expenditure incurred in relation to leased assets. The Department has fit-outs in its leased buildings.
- *Plant and equipment* includes motor vehicles under a finance lease, mobile plant, air conditioning and heating systems, office and computer equipment, furniture and fittings, and other mechanical and electronic equipment.
- *Infrastructure* assets comprise public utilities that provide essential services and enhance the productive capacity of the economy. Infrastructure assets held by the Department include bridges, stormwater assets, carparks, streetlights, community paths, traffic signals, driveways, signs and barriers. Land under infrastructure is not included in infrastructure assets.
- *Heritage* assets are defined as those non-current assets that the ACT Government intends to preserve indefinitely because of their unique historical, cultural or environmental attributes. A common feature of heritage assets is that they cannot be replaced and they are not usually available for sale or redeployment. Heritage assets held by the Department include art, museum and library collections, historical buildings and memorials.
- *Community* assets are those assets that are provided essentially for community use or services. Community assets held by the Department include public parks and gardens, public sporting reserves, public nature reserves and land under infrastructure.
- *Trees*. The Department has now included the value of non-commercial trees in the financial report for the 2008-09 financial year. The value, which forms part of the Department's Heritage and Community land assets was determined by the Australian Valuation Office using methodologies based on the type of trees/vegetation present on the land being valued. In addition, the Department manages trees in urban open spaces in Canberra. The financial report excludes recognition of any value for these trees. However, the Department has established the following estimate based upon replacement costs determined as at 30 June 2009.

	2009	2009	2008	2008
	Number	Actual	Number	Actual
	of Trees	Value	of Trees	Value
	'000	\$'000	'000	\$'000
Trees in Urban Open Space				
Native Species	262	47,175	262	47,123
Exotic Species	369	125,611	369	125,471
	631	172,786	631	172,594

Department of Territory and Municipal Services
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NOTE 25 PROPERTY, PLANT AND EQUIPMENT - CONTINUED

	2009	2008
	\$'000	\$'000
LAND AND BUILDINGS		
Land at Fair Value ^a	153,095	126,200
Land Restoration at Fair Value (waste landfill sites) ^a	30,063	7,898
Less Accumulated Depreciation - Land Restoration (waste landfill sites)	(10,321)	(5,460)
Less Accumulated Impairment Losses	(900)	(900)
Total Land at Fair Value	171,937	127,738
Total Written-Down Value of Land	171,937	127,738
Buildings at Fair Value ^a	289,756	290,841
Less Accumulated Depreciation	(211)	(18,705)
Less Accumulated Impairment (Losses)	(3,387)	(886)
Total Buildings at Fair Value	286,158	271,250
Total Written-Down Value of Buildings	286,158	271,250
Total Written-Down Value of Land and Buildings	458,095	398,988
LEASEHOLD IMPROVEMENTS		
Leasehold Improvements at Fair Value ^a	1,344	3,062
Less Accumulated Depreciation	(4)	(1,914)
Total Written-Down Value of Leasehold Improvements	1,340	1,148
Assets Under a Finance Lease		
Plant and Equipment Under a Finance Lease		
Plant and Equipment Under a Finance Lease	7,967	7,578
Accumulated Depreciation of Plant and Equipment under a Finance Lease	(2,297)	(1,631)
Total Plant and Equipment Under Finance Lease	5,670	5,947
Plant and Equipment at Fair Value ^b	55,774	48,876
Less Accumulated Depreciation	(10,106)	(4,729)
Less Accumulated Impairment (Losses)	(68)	-
Total Plant and Equipment at Fair Value	45,600	44,147
Total Written-Down Value of Plant and Equipment	51,270	50,094

a) Land, land restoration, buildings and leasehold improvements were revalued during 2008-09.

b) Plant and equipment at fair value includes additions of \$8 million in 2008-2009.

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 25 PROPERTY, PLANT AND EQUIPMENT - CONTINUED

	2009	2008
	\$'000	\$'000
INFRASTRUCTURE ASSETS		
Roads		
Roads at Fair Value ^{ab}	1,911,839	2,083,016
Less Accumulated Depreciation	(96)	(63,830)
Total Roads at Fair Value	1,911,743	2,019,186
Total Written-Down Value of Roads	1,911,743	2,019,186
Bridges		
Bridges at Fair Value ^b	928,759	927,954
Less Accumulated Depreciation	(25,056)	(12,472)
Total Bridges at Fair Value	903,703	915,482
Total Written-Down Value of Bridges	903,703	915,482
Stormwater Assets		
Stormwater Assets at Fair Value ^b	2,258,090	2,250,615
Less Accumulated Depreciation	(67,744)	(33,756)
Total Stormwater Assets at Fair Value	2,190,346	2,216,859
Total Written-Down Value of Stormwater Assets	2,190,346	2,216,859
Cyclepaths and Footpaths		
Cyclepaths and Footpaths at Fair Value ^b	68,436	63,331
Less Accumulated Depreciation	(10,417)	(5,006)
Total Cyclepaths and Footpaths at Fair Value	58,019	58,325
Total Written-Down Value of Cyclepaths and Footpaths	58,019	58,325

a) Roads, carpark and traffic signals were revalued during 2008-09.

b) A change in methodology used to calculate depreciated replacement cost has resulted in a \$996 million increment in the value of infrastructure. Note 3 Change in Accounting Policy and Accounting Estimates, Correction of Prior Period Errors and Impact of Accounting Standards issued but yet to be Applied provides further information.

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
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NOTE 25 PROPERTY, PLANT AND EQUIPMENT - CONTINUED

	2009	2008
	\$'000	\$'000
Other Infrastructure		
Other Infrastructure at Fair Value ^{ab}	550,384	586,770
Less Accumulated Depreciation	(32,128)	(69,193)
Less Accumulated Impairment (Losses)	(3,477)	(3,380)
Total Other Infrastructure at Fair Value	514,779	514,197
Total Written-Down Value of Other Infrastructure	514,779	514,197
Total Written-Down Value of Infrastructure	5,578,590	5,724,049
a) Roads, carpark and traffic signals were revalued during 2008-09.		
b) A change in methodology used to calculate depreciated replacement cost has resulted in a \$996 million increment in the value of infrastructure. Note 3 Change in Accounting Policy and Accounting Estimates, Correction of Prior Period Errors and Impact of Accounting Standards issued but yet to be Applied provides further information.		
HERITAGE AND COMMUNITY ASSETS		
Land (Heritage and Community Assets) at Fair Value ^a	424,771	538,393
Land Under Roads at Fair Value ^b	1,229,065	-
Less Accumulated Impairment (Losses)	(1,114)	(926)
Total Land (Heritage and Community Assets) at Fair Value	1,652,722	537,467
Library Materials		
Library Materials at Fair Value ^c	4,304	6,839
Less Accumulated Depreciation	-	-
Total Library Materials at Fair Value	4,304	6,839
Other Community and Heritage Assets		
Other Community and Heritage Assets at Fair Value	10,401	9,042
Less Accumulated Depreciation	(221)	(16)
Total Other Community and Heritage Assets at Fair Value	10,180	9,026
a) Selected heritage and community assets were revalued during 2008-09. Land valued at \$113.6 million was de-recognised in 2008-09. Note 2 (w) Land Under Roads provides further information.		
b) Land under roads was recognised for the first time in 2008-09. Note 2 (w) Land Under Roads provides further information.		
c) Library materials were revalued during 2008-09.		
Summary of Community and Heritage Assets at Fair Value		
Community and Heritage Assets at Fair Value	1,668,541	554,274
Less Accumulated Depreciation	(221)	(16)
Less Accumulated Impairment (Losses)	(1,114)	(926)
Total Written-Down Value of Community and Heritage Assets at Fair Value	1,667,206	553,332
Total Written-Down Value of Community and Heritage Assets	1,667,206	553,332
TOTAL WRITTEN-DOWN VALUE OF PROPERTY, PLANT AND EQUIPMENT	7,756,501	6,727,611

Department of Territory and Municipal Services
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NOTE 25 PROPERTY, PLANT AND EQUIPMENT - CONTINUED

Reconciliation of Property, Plant and Equipment

The following table shows the movement of Property, Plant and Equipment during 2008-09.

	Land \$'000	Buildings \$'000	Leasehold Improvements \$'000	Plant and Equipment \$'000	Infrastructure Assets \$'000	Heritage and Community Assets \$'000	Total \$'000
Carrying Amount at the Beginning of the Reporting Period a)	127,738	271,250	1,148	50,094	5,724,049	553,332	6,727,611
Additions	-	6,934	-	8,031	43,177	2,773	60,915
Revaluation Increment/(Decrement)	46,234	10,026	194	-	(118,674)	(1,967)	(64,187)
Impairment Losses Recognised Directly in Equity		(2,500)	-	(68)	101	(189)	(2,656)
Depreciation	(3,961)	(12,782)	(173)	(8,225)	(104,471)	(2,188)	(131,800)
Acquisition/(Disposal) through Administrative Restructuring	-	-	-	(14)	-	-	(14)
Acquisition from Transfers	(4,545)	4,742	171	2,906	34,409	(61)	37,622
Other Movements	6,471	8,488	-	(1,454)	-	1,115,504	1,129,009
Carrying Amount at the End of the Reporting Period	171,937	286,158	1,340	51,270	5,578,591	1,667,204	7,756,500

Department of Territory and Municipal Services
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NOTE 25 PROPERTY, PLANT AND EQUIPMENT - CONTINUED

Reconciliation of Property, Plant and Equipment^a

The following table shows the movement of Property, Plant and Equipment during 2007-08.

	Land \$'000	Buildings \$'000	Leaschold Improvements \$'000	Plant and Equipment \$'000	Infrastructure Assets \$'000	Heritage and Community Assets \$'000	Total \$'000
Carrying Amount at the Beginning of the Reporting Period	129,805	285,500	1,347	47,149	5,743,614	172,216	6,379,631
Additions	-	4,375	-	7,459	42,221	5,703	59,758
Assets Classified as Held for Sale	(1,660)	(6,062)	-	-	-	(61)	(7,783)
Revaluation Increment/(Decrement)	-	(703)	-	1,577	(9,961)	367,272	358,185
Depreciation	216	(12,288)	(198)	(5,116)	(101,146)	(2,210)	(120,742)
Acquisition from Transfers	5,930	58	314	-	70,575	9,571	86,448
Other Movements	(6,553)	370	(315)	(975)	(21,254)	841	(27,886)
Carrying Amount at the End of the Reporting Period	127,738	271,250	1,148	50,094	5,724,049	553,332	6,727,611

a) This table has been adjusted for comparative purposes as a result of prior period errors and changes in accounting policy as disclosed in Note 3 Change in Accounting Policy and Accounting Estimates, Correction of Prior Period Errors and Impact of Standards Issued but yet to be Applied.

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
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NOTE 26 INTANGIBLE ASSETS

The Department has internally generated software including Rego ACT, Navision, the Horizon Library Management System and the ACT.Gov portal.

	2009	2008
	\$'000	\$'000
Computer Software		
<i>Internally Generated Software</i>		
Computer Software at Cost	10,881	10,889
Less Accumulated Amortisation	(9,930)	(8,703)
<i>Total Internally Generated Software</i>	951	2,186
Total Computer Software	951	2,186
Total Intangible Assets	951	2,186

Reconciliation of Intangible Assets

The following table shows the movement of Intangible Assets from the beginning to the end of 2008-09.

	Internally Generated Software	Total
Carrying Amount at the Beginning of the Reporting Period	2,186	2,186
Additions	36	36
Amortisation	(1,292)	(1,292)
Other Changes	21	21
Carrying Amount at the End of the Reporting Period	951	951

The following table shows the movement of Intangible Assets from the beginning to the end of 2007-08.

	Internally Generated Software	Total
Carrying Amount at the Beginning of the Reporting Period	5,348	5,348
Additions	4	4
Amortisation	(2,355)	(2,355)
Other Changes	(811)	(811)
Carrying Amount at the End of the Reporting Period	2,186	2,186

**Department of Territory and Municipal Services
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NOTE 27 BIOLOGICAL ASSETS

	2009	2008
	\$'000	\$'000
Non Current Plantation Growing Stock		
Standing Timber - at Independent Valuation ^{ab}	28,952	30,414
Total Non-Current Plantation Growing Stock	28,952	30,414
Represented by:		
<i>Plantations</i>		
Plantation Value at the Beginning of the Reporting Period	30,414	32,710
Pre-commercial Value at the Beginning of the Reporting Period	14,364	15,392
New Plantings	351	-
Increase due to change in interest rate and maintenance costs	2,422	-
Loss (Movement to Commercial Plantations)	-	(1,028)
End Balance of Pre-commercial Plantations at the End of the Reporting Period	17,137	14,364
Commercial plantations start value (1 July)	15,483	16,404
Increase (movement of 1992 age class from pre-commercial)	-	766
Loss of Plantation Area ^b	(850)	-
Increase from Plantation Growth (Increment)	549	639
Loss from Change in Product Pricing ^c	(3,386)	(2,326)
End Balance Commercial Plantations at the End of the Reporting Period	11,796	15,483
Commercial beyond Rotation Age Value at the Beginning of the Reporting Period	567	914
Loss from Change in Product Pricing ^c	(548)	(347)
End Balance of Commercial beyond Rotation Age Plantations at the End of the Reporting Period	19	567
Plantations Value at the End of the Reporting Period	28,952	30,414

a) No commercial harvesting programs have been undertaken in the 2008-09 financial year and no harvesting plan has been developed for the 2009-10 financial year. Accordingly, plantation growing stock has been identified as non current. The valuation was conducted by Dr John Turner (Member, Institute of Foresters of Australia) from Forsci Pty. Ltd. as at 30 June 2009.

b) The loss of plantation area relates to sale of pines at Fairbairn. The land is owned by the Department of Defence.

c) The reduction in value arises from an assessment of the product market price by Forsci Pty Ltd.

Department of Territory and Municipal Services
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NOTE 28 CAPITAL WORKS IN PROGRESS

Capital Works in Progress are assets under construction as at 30 June 2009. These assets often require extensive installation work, or integration with other assets, and contrast with simpler assets that are ready for use when required, such as motor vehicles and equipment. Capital Works in Progress are not depreciated as the Department has not commissioned these assets and therefore is not currently deriving any economic benefit from them. Assets, which are under construction, include infrastructure assets, buildings, leasehold improvements and software.

	2009	2008
	\$'000	\$'000
Heritage and Community ^a	12,431	5,506
Plant and Equipment ^a	2,874	2,447
Infrastructure ^a	108,549	69,707
Buildings Works ^a	11,557	648
Leasehold Improvement Works	32	962
Investment Property Works ^b	201	25,581
Software Works	1,182	4
Total Capital Works in Progress	136,826	104,855

a) A large increase in capital works due to a large budget, additional appropriations and funding under the Federal and Territory stimulus packages.

b) The National Convention Centre project was completed in 2008-09 and transferred to assets.

Department of Territory and Municipal Services
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NOTE 28 CAPITAL WORKS IN PROGRESS - CONTINUED

Reconciliation of Capital Works in Progress

The following table shows the movement of Capital Works in Progress during 2008-09.

	Heritage and Community Works In Progress \$'000	Plant and Equipment Works in progress \$'000	Infrastructure Works in progress \$'000	Buildings Works Works in progress \$'000	Leasehold Improvement Works Works in progress \$'000	Investment Property Works Works in progress \$'000	Software Works Works in progress \$'000	Total \$'000
Carrying Amount at the Beginning of the Reporting Period								
Additions	5,506	2,447	69,707	648	962	25,581	4	104,855
Capital Works in Progress Completed and Transferred to Property, Plant and Equipment	9,308	5,176	95,636	13,742	12	337	1,178	125,389
Capital Works in Progress Completed and Transferred to Expenses	(1,199)	(4,737)	(49,462)	(2,521)	(942)	(25,717)	-	(84,578)
Administrative Arrangement Transfers ^a	(912)	(12)	(4,750)	(312)	-	-	-	(5,986)
	(272)	-	(2,582)	-	-	-	-	(2,854)
Carrying Amount at the End of the Reporting Period	12,431	2,874	108,549	11,557	32	201	1,182	136,826

The following table shows the movement of Capital Works in Progress during 2007-08^b.

	Heritage and Community Works In Progress \$'000	Plant and Equipment Works in progress \$'000	Infrastructure Works in progress \$'000	Buildings Works Works in progress \$'000	Leasehold Improvement Works Works in progress \$'000	Investment Property Works Works in progress \$'000	Software Works Works in progress \$'000	Total \$'000
Carrying Amount at the Beginning of the Reporting Period								
Additions	722	-	71,684	-	1,655	10,112	-	84,173
Capital Works in Progress Completed and Transferred to Property, Plant and Equipment	5,212	2,450	54,060	878	752	15,488	4	78,844
Capital Works in Progress Completed and Transferred to Expenses	(304)	-	(54,564)	-	(1,445)	-	-	(56,313)
	(124)	(3)	(1,473)	(230)	-	(19)	-	(1,849)
Carrying Amount at the End of the Reporting Period	5,506	2,447	69,707	648	962	25,581	4	104,855

a) Transferred to the new Department of the Environment, Climate Change, Energy and Water following the Administrative Arrangements effective 11 November 2008.

b) The 2007-08 Capital Works in Progress classifications have been restated.

Department of Territory and Municipal Services
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NOTE 29 OTHER ASSETS

	2009 \$'000	2008 \$'000
Current Other Assets		
Prepaid Supplies and Services	3,139	2,268
Other Assets	51	41
Total Current Other Assets	<u>3,190</u>	<u>2,309</u>
Total Other Assets	<u><u>3,190</u></u>	<u><u>2,309</u></u>

NOTE 30 PAYABLES

Current Payables

Trade Payables	17,363	13,217
Other Payables	8,684	5,919
Accrued Expenses	10,682	10,127
Total Current Payables	<u>36,729</u>	<u>29,263</u>

Non-Current Payables

Trade Payables	191	-
Total Non-Current Payables	<u>191</u>	<u>-</u>
Total Payables^a	<u><u>36,920</u></u>	<u><u>29,263</u></u>

Payables are aged as follows:

Not Overdue	27,629	25,325
Overdue for Less than 30 Days	8,884	3,308
Overdue for 30 to 60 Days	132	413
Overdue for More than 60 Days	275	217
Total Payables	<u>36,920</u>	<u>29,263</u>

Classification of ACT Government/Non-ACT Government Payables

Payables to ACT Government Entities

Trade Payables	6	2,141
Other Payables	871	22
Accrued Expenses	1,540	1,497
Total Payables to ACT Government Entities	<u>2,417</u>	<u>3,660</u>

Payables to Non-ACT Government Entities

Trade Payables	17,548	11,076
Other Payables	7,813	5,897
Accrued Expenses	9,142	8,630
Total Payables to Non-ACT Government Entities	<u>34,503</u>	<u>25,603</u>
Total Payables	<u><u>36,920</u></u>	<u><u>29,263</u></u>

a) Recognition of increased capital related creditors and the timing of service delivery late in 2008-09.

Department of Territory and Municipal Services
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NOTE 31 INTEREST-BEARING LIABILITIES AND FINANCE LEASES

The Department has ACT Government and private sector borrowings.

The ACT Government borrowings are for the construction of ACT Government owned buildings and are held at a fixed rate of interest at 7.50%. Repayments are made in four instalments during each year to the Territory Banking Account. Instalments are paid from 1996-97 to 2011-12.

The private sector borrowings are for waste management facilities and are being repaid through principal and interest payments. The interest rates for these borrowings vary between 7.8% and 11.1%. Instalments are paid from 2007-08 to 2013-14.

The Department also holds several finance leases with different interest rates including, an industrial iron at 8.7%, the Canberra Stadium television screen at 8.1% and the Canberra Stadium fitout at 8.3%. The interest rates implicit in the finance leases relates to motor vehicles vary from 6.3% to 8.0% and the terms are up to 3 years. These leases have no terms of renewal or purchase options, nor escalation clauses.

	2009	2008
	\$'000	\$'000
Current Interest-Bearing Liabilities		
Secured		
Finance Leases		
Finance Leases	3,030	2,058
Total Current Finance Leases	3,030	2,058
Unsecured		
Borrowings		
Debt to ACT Treasury for the Construction of ACT Government Buildings	5,726	5,092
Debt to the Private Sector for Waste Management Facilities	837	1,165
Total Current Borrowings	6,563	6,257
Total Current Interest-Bearing Liabilities	9,593	8,315
Non-Current Interest-Bearing Liabilities		
Secured		
Finance Leases		
Finance Leases	2,705	3,668
Total Non-Current Finance Leases	2,705	3,668
Unsecured		
Borrowings		
Debt to the ACT Government for the Construction of ACT Government Buildings ^a	9,845	15,571
Debt to the Private Sector for Waste Management Facilities	2,523	3,360
Total Non-Current Borrowings	12,368	18,931
Total Non-Current Interest-Bearing Liabilities	15,073	22,599
Total Interest-Bearing Liabilities	24,666	30,914

a) The reduction recognises repayment of debt during 2008-09.

Department of Territory and Municipal Services
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NOTE 31 INTEREST-BEARING LIABILITIES AND FINANCE LEASES - CONTINUED

	2009 \$'000	2008 \$'000
Finance lease commitments are payable as follows:		
Within one year	3,311	2,377
Later than one year but not later than five years	2,855	3,914
Minimum Lease Payments	6,166	6,291
Less: Future Finance Lease Charges	(432)	(565)
Amount Recognised as a Liability	5,734	5,726
Total Present Value of Minimum Lease Payments	5,734	5,726

The present value of the minimum lease payments are as follows:

Within one year ^a	3,030	2,058
Later than one year but not later than five years	2,704	3,668
Total Present Value of Minimum Lease Payments	5,734	5,726

Classification on the Balance Sheet

Interest-Bearing Liabilities

Current Interest-Bearing Liabilities ^b	6,563	6,257
Non-Current Interest-Bearing Liabilities ^b	12,368	18,931
	18,931	25,188

Finance Leases

Current Finance Leases	3,030	2,058
Non-Current Finance Leases	2,705	3,668
	5,735	5,726

Total Interest-Bearing Liabilities	24,666	30,914
---	---------------	---------------

a) The increase in finance leases within one year is due to more than 100 vehicle finance leases expiring in 2009-10.

b) Current and non-current interest-bearing liabilities including the Magistrates Building, Dame Pattie Menzies building and Brindabella Business Park finance leases, continue to reduce in accordance with loan repayment schedules.

Credit Facilities

There are no formal credit facilities in place for the Department with the Territory's appointed transactional bank. If the Department's account goes into overdraft throughout the year, the Department is not charged interest, however, the overdraft position is required to be rectified as soon as possible.

NOTE 32 EMPLOYEE BENEFITS

Current Employee Benefits

Annual Leave ^a	11,033	9,260
Long Service Leave ^b	15,192	12,657
Accrued Salaries	1,238	934
Other Benefits	180	-
Total Current Employee Benefits	27,643	22,851

Non-Current Employee Benefits

Long Service Leave ^b	1,712	1,230
Total Non-Current Employee Benefits	1,712	1,230
Total Employee Benefits	29,355	24,081

a) The increase in the annual leave expense is due to the inclusion of on-costs in the estimate of the Annual Leave liability. Refer to Note 3: Change in Accounting Policy and Accounting Estimates, Correction of Prior Period Errors and Impact of Standards Issued but yet to be Applied for further details on this change.

b) The increase in the long service leave expense is due to the change in the methodology used to estimate the long service leave liability. Refer to Note 3: Change in Accounting Policy and Accounting Estimates, Correction of Prior Period Errors and Impact of Standards Issued but yet to be Applied for further details on this change.

Department of Territory and Municipal Services
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For the Year Ended 30 June 2009

NOTE 32 EMPLOYEE BENEFITS - CONTINUED

	2009	2008
	\$'000	\$'000
<i>Disclosure Purposes Only</i>		
Estimation of when Leave is Payable^a		
Estimated Amount Payable within 12 months		
Annual Leave	11,033	9,260
Long Service Leave	2,101	2,059
Accrued Salaries	1,238	934
Other Benefits	180	-
Total Employee Benefits Payable within 12 months	14,552	12,253
Estimated Amount Payable after 12 months		
Long Service Leave	14,803	11,828
Total Employee Benefits Payable after 12 months	14,803	11,828
Total Employee Benefits	29,355	24,081

As at 30 June 2009, the Department employed 1,169 full-time equivalent staff and 1,143 as at 30 June 2008.

a) The estimate of long service leave payable is based on an average of long service leave taken in the last three years. Annual leave is assumed to be all payable within 12 months based on work practices.

NOTE 33 OTHER PROVISIONS

	2009	2008
	\$'000	\$'000
Current Other Provisions		
Provision for Belgravia Leisure Variation Claim	-	208
Provision for Restoration of Civic Petrol Plume	-	555
Total Current Other Provisions	-	763
Non-Current Other Provisions		
Provision for Restoration of Waste Landfill Sites - Mugga Lane and Belconnen	30,289	33,469
Total Non-Current Other Provisions	30,289	33,469
Total Other Provisions	30,289	34,232

NOTE 34 OTHER LIABILITIES

Current Other Liabilities		
Revenue Received in Advance	3,882	3,318
Project Funding Received in Advance	799	5,468
Rent Received in Advance	2,262	2,047
Cash Collected on Behalf of Other Entities	2,849	2,769
Other	2,617	853
Total Current Other Liabilities	12,409	14,454
Non-Current Other Liabilities		
Revenue Received in Advance	638	379
Total Non Current Other Liabilities	638	379
Total Other Liabilities	13,047	14,833

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
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NOTE 35 EQUITY

	2009 \$'000	2008 \$'000
Total Equity at the End of the Reporting Period		
Accumulated Funds	5,397,270	4,224,915
Asset Revaluation Reserve	2,588,240	2,653,818
Total Equity	7,985,510	6,878,733
Movements in Equity during the Reporting Period		
Accumulated Funds		
Balance at the Beginning of the Reporting Period	4,224,915	4,105,245
Net Effect of a Correction of an Error		121,888
Restated Balance at the Beginning of the Reporting Period	4,224,915	4,227,133
Net Effect of a Change in Accounting Policy	1,109,262	-
Capital Injections	119,317	77,620
Contribution/(Distribution) of Net Assets due to Administrative Restructure	(2,684)	(2,908)
Operating Surplus/(Deficit)	(49,875)	(74,855)
Dividends Approved	(3,665)	(2,075)
Balance at the End of the Reporting Period	5,397,270	4,224,915
Asset Revaluation Reserve		
The Asset Revaluation Reserve is used to record the increments and decrements in the value of Property, Plant and Equipment.		
Land Revaluation Reserve		
Balance at the beginning of the reporting period	71,252	80,821
Increment / (Decrement)	47,498	(9,569)
Balance at the end of the reporting period	118,750	71,252
Infrastructure Revaluation Reserve		
Balance at the beginning of the reporting period	1,921,341	1,931,302
(Decrement)	(118,574)	(9,961)
Balance at the end of the reporting period	1,802,767	1,921,341
Building Revaluation Reserve		
Balance at the beginning of the reporting period	97,148	97,851
Increment / (Decrement)	7,526	(703)
Balance at the end of the reporting period	104,674	97,148
Heritage and Community Assets Revaluation Reserve		
Balance at the beginning of the reporting period	561,799	194,527
(Decrement) / Increment- Revaluation of Land and Library Materials	(2,157)	367,272
Balance at the end of the reporting period	559,642	561,799
Property Plant and Equipment Revaluation Reserve		
Balance at the beginning of the reporting period	2,278	702
(Decrement) / Increment	(65)	1,576
Balance at the end of the reporting period	2,213	2,278
Leasehold Improvements Revaluation Reserve		
Balance at the beginning of the reporting period	-	-
Increment	194	-
Balance at the end of the reporting period	194	-
Total Asset Revaluation Reserve		
Balance at the Beginning of the Reporting Period	2,653,818	2,305,203
(Decrement) / Increment ^b	(65,578)	348,615
Total Increase in the Asset Revaluation Reserve	(65,578)	348,615
Balance at the End of the Reporting Period	2,588,240	2,653,818

a) The application of the ACT Accounting Policy on heritage and community assets has led to a reclassification of assets as at 1 July 2008.

b) Movement in the revaluation reserve includes impairment losses of \$2.7 million recognised directly in equity.

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 36 DISAGGREGATED DISCLOSURE OF ASSETS AND LIABILITIES

Year ended 30 June 2009

	Output Class 1 Municipal Services \$'000	Output Class 2 Services \$'000	Unallocated \$'000	Total \$'000
Current Assets				
Cash and Cash Equivalents	-	139	28,951	29,090
Receivables	13,726	12,426	-	26,152
Inventories	321	3,689	-	4,010
Other Assets	167	3,023	-	3,190
Total Current Assets	14,214	19,277	28,951	62,442
Non-Current Assets				
Receivables	9,115	-	-	9,115
Investment Properties	-	125,000	-	125,000
Property, Plant and Equipment	7,400,931	355,570	-	7,756,501
Intangible Assets	916	35	-	951
Biological Assets	28,952	-	-	28,952
Capital Works in Progress	134,733	2,093	-	136,826
Total Non-Current Assets	7,574,647	482,698	-	8,057,345
Total Assets	7,588,861	501,975	28,951	8,119,787
Current Liabilities				
Payables	25,099	11,630	-	36,729
Interest-Bearing Liabilities	837	5,726	-	6,563
Finance Leases	2,606	424	-	3,030
Employee Benefits	21,415	6,228	-	27,643
Other Liabilities	5,769	6,640	-	12,409
Total Current Liabilities	55,726	30,648	-	86,374
Non-Current Liabilities				
Payables	-	191	-	191
Interest-Bearing Liabilities	2,523	9,845	-	12,368
Finance Leases	2,063	642	-	2,705
Employee Benefits	1,252	460	-	1,712
Other Provisions	30,289	-	-	30,289
Other Liabilities	638	-	-	638
Total Non-Current Liabilities	36,765	11,138	-	47,903
Total Liabilities	92,491	41,786	-	134,277
Net Assets	7,496,370	460,189	28,951	7,985,510

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 36 DISAGGREGATED DISCLOSURE OF ASSETS AND LIABILITIES - CONTINUED

Year ended 30 June 2008

	Output Class 1 Municipal Services	Output Class 2 Services	Unallocated	Total
	\$'000	\$'000	\$'000	\$'000
Current Assets				
Cash and Cash Equivalents	-	239	27,801	28,040
Receivables	11,342	10,997	-	22,339
Inventories	281	3,335	-	3,616
Assets Held for Sale	-	9,034	-	9,034
Other Assets	-	2,309	-	2,309
Total Current Assets	11,623	25,914	27,801	65,338
Non-Current Assets				
Receivables	14,641	-	-	14,641
Investment Properties	-	67,011	-	67,011
Property, Plant and Equipment	6,422,195	305,416	-	6,727,611
Intangible Assets	2,186	-	-	2,186
Biological Assets	30,414	-	-	30,414
Capital Works in Progress	89,140	15,715	-	104,855
Total Non-Current Assets	6,558,576	388,142	-	6,946,718
Total Assets	6,570,199	414,056	27,801	7,012,056
Current Liabilities				
Payables	22,493	6,770	-	29,263
Interest-Bearing Liabilities	1,165	5,092	-	6,257
Finance Leases	1,473	585	-	2,058
Employee Benefits	18,240	4,611	-	22,851
Other Provisions	763	-	-	763
Other	10,686	3,768	-	14,454
Total Current Liabilities	54,820	20,826	-	75,646
Non-Current Liabilities				
Interest-Bearing Liabilities	3,360	15,571	-	18,931
Finance Leases	2,693	975	-	3,668
Employee Benefits	718	512	-	1,230
Other Provisions	33,469	-	-	33,469
Other Liabilities	-	379	-	379
Total Non-Current Liabilities	40,240	17,437	-	57,677
Total Liabilities	95,060	38,263	-	133,323
Net Assets	6,475,139	375,793	27,801	6,878,733

**NOTE 36 DISAGGREGATED DISCLOSURE OF ASSETS AND LIABILITIES -
CONTINUED**

Unallocated Cash and Cash Equivalents

Cash and cash equivalents have been included in the 'Unallocated' column above, as the amount of cash and cash equivalents held by the Department is comprised of a number of disparate components, and no single allocation driver can be used to 'reliably attribute' across asset classes. The components are as follows:-

- Working capital which is not held for any specific output class but is instead held for operational expenditure across output classes as they arise;
- Cash held for unpresented cheques. There is no correlation between output class expenditure and actual cheques which are unpresented at any given point in time. Also, a single unpresented cheque could relate to multiple output classes;
- Cash held for a specific purpose; and
- Cash held in anticipation of an imminent payment.

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 37 FINANCIAL INSTRUMENTS

Details of the significant policies and methods adopted, including the criteria for recognition, the basis of measurement, and the basis on which income and expenses are recognised, with respect to each class of financial asset and financial liability are disclosed in Note 2: 'Summary of Significant Accounting Policies', to the financial report.

Interest Rate Risk

Interest rate risk is the risk that the fair value or future value of a financial instrument will fluctuate because of changes in market rates.

The Department is considered to have insignificant exposure to interest rate risk. The Department's only interest rate risk is limited to interest on liabilities in relation to finance lease commitments for motor vehicles. The interest rate for the borrowings from the ACT Government and the private sector are at fixed rates for the entire period of the loans. As a result, the Department has a low level of interest rate risk.

Sensitivity Analysis

A sensitivity analysis has not been undertaken for the interest rate risk of the Department as it has been determined that the possible impact on income and expenses or total equity from fluctuations in interest rates is immaterial.

Credit Risk

Credit risk is the risk that one party to a financial instrument will fail to discharge an obligation and cause the other party to incur a financial loss. The Department's credit risk is limited to the amount of the financial assets it holds net of any provision for impairment. The Department expects to collect all financial assets that are not past due or impaired.

The Department holds cash and cash equivalents with the Territory Banking Account and as such, minimal credit risk is associated with these financial assets.

Liquidity Risk

Liquidity risk is the risk that the Department will be unable to meet its financial obligations as they fall due. The Department's main financial obligations relate to the payment of employee benefits, payment of grants and the purchase of supplies and services. Salaries are paid on a fortnightly basis, grants are paid on a quarterly basis and purchases of supplies and services are paid within 30 days of receiving the goods or services.

The main source of cash to pay these obligations is appropriation from Government which is paid on a fortnightly basis during the year. The Department manages its liquidity risk through forecasting appropriation drawdown requirements to enable payment of anticipated obligations.

The Department's has an aging workforce with significant levels of accumulated and unpaid leave. As staff resign or retire and these obligations fall due, the Department has been able to meet these obligations from current levels of appropriation. With anticipated higher levels of staff retiring in coming years, it is possible that in future years the Department may need additional appropriation from ACT Government to be able to meet payment of these obligations.

The Department's exposure to liquidity risk is considered insignificant based on experience from prior years and the current assessment of risk.

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 37 FINANCIAL INSTRUMENTS - CONTINUED

Price Risk

Price risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices, whether these changes are caused by factors specific to the individual financial instrument or its issuer, or factors affecting all similar financial instruments traded in the market.

The Department holds no financial assets or liabilities that are subject to price risk and, as a result, is not considered to have any price risk. Accordingly, a sensitivity analysis has not been undertaken.

Fair Value of Financial Assets and Liabilities

The carrying amounts and fair values of financial assets and liabilities at the end of the reporting period are:

	Carrying Amount 2009 \$'000	Fair Value 2009 \$'000	Carrying Amount 2008 \$'000	Fair Value 2008 \$'000
Financial Assets				
Cash and Cash Equivalents	28,951	28,951	27,801	27,801
Investments with the Territory Banking Account	139	139	239	239
Receivables	35,267	35,267	36,980	36,980
Total Financial Assets	64,357	64,357	65,020	65,020
	Carrying Amount 2009 \$'000	Fair Value 2009 \$'000	Carrying Amount 2008 \$'000	Fair Value 2008 \$'000
Financial Liabilities				
Payables	36,920	36,920	29,263	29,263
Borrowings - Government Buildings	15,571	16,446	20,663	22,491
Borrowings - Waste Management Facilities	3,360	3,705	4,525	4,701
Finance Leases	5,734	5,734	5,726	5,726
Total Financial Liabilities	61,585	62,805	60,177	62,181

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 37 FINANCIAL INSTRUMENTS - CONTINUED

The following table sets out the Department's maturity analysis for financial assets and liabilities as well as the exposure to interest rates, including the weighted average interest rates by maturity period as at 30 June 2009. All financial assets and liabilities which have a floating interest rate or are non-interest bearing will mature in 1 year or less. All amounts appearing in the following maturity analysis are shown on an undiscounted cash flow basis.

	Note	Floating Interest Rate \$'000	Fixed Interest Maturing In:			Non-Interest Bearing \$'000	Total \$'000
			1 Year or Less \$'000	Over 1 to 5 Years \$'000	Over 5 Years \$'000		
Financial Instruments							
Financial Assets							
Cash and Cash Equivalents	20	-	-	-	-	28,951	28,951
Investments Held with Territory Banking Account	20	139	-	-	-	-	139
Receivables	21	-	-	-	-	35,267	35,267
Total Financial Assets		139	-	-	-	64,218	64,357
Weighted Average Interest Rate		6.50%					
Financial Liabilities							
Payables	30	-	-	-	-	36,920	36,920
Borrowings - Government Buildings	31	-	6,765	10,533	-	-	17,298
Borrowings - Waste Management Facilities	31	-	1,064	2,892	-	-	3,956
Finance Leases	31	-	3,311	2,855	-	-	6,166
Total Financial Liabilities		-	11,140	16,280	-	36,920	64,340
Weighted Average Interest Rate			7.41%	7.43%	-		
Net Financial Assets/(Liabilities)		139	(11,140)	(16,280)	-	27,298	17

Department of Territory and Municipal Services
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For the Year Ended 30 June 2009

NOTE 37 FINANCIAL INSTRUMENTS - CONTINUED

The following table sets out the Department's maturity analysis for financial assets and liabilities as well as the exposure to interest rates, including the weighted average interest rates by maturity period as at 30 June 2008. All financial assets and liabilities which have a floating interest rate or are non-interest bearing will mature in 1 year or less. All amounts appearing in the following maturity analysis are shown on an undiscounted cash flow basis.

	Note	Fixed Interest Maturing In:					Total \$'000
		Floating Interest Rate \$'000	1 Year or Less \$'000	Over 1 to 5 Years \$'000	Over 5 Years \$'000	Non-Interest Bearing \$'000	
Financial Instruments							
Financial Assets							
Cash and Cash Equivalents	20	-	-	-	-	27,801	27,801
Investments Held with Territory Banking Account	20	239	-	-	-	-	239
Receivables	21	-	-	-	-	36,980	36,980
Total Financial Assets		239	-	-	-	64,781	65,020
Weighted Average Interest Rate		6.50%					
Financial Liabilities							
Payables	30	-	-	-	-	29,263	29,263
Borrowings - Government Buildings	31	-	6,552	17,298	-	-	23,850
Borrowings - Waste Management Facilities	31	-	1,476	3,543	413	-	5,432
Finance Leases	31	-	2,377	3,914	-	-	6,291
Total Financial Liabilities		-	10,405	24,755	413	29,263	64,836
Weighted Average Interest Rate			8.26%	8.51%	8.69%		
Net Financial Assets/(Liabilities)		239	(10,405)	(24,755)	(413)	35,518	184

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 37 FINANCIAL INSTRUMENTS - CONTINUED

	2009	2008
	\$'000	\$'000
Carrying Amount of Each Category of Financial Asset and Financial Liability		
Financial Assets		
Financial Assets at Fair Value through the Profit and Loss		
Designated upon Initial Recognition	139	239
Loans and Receivables	35,267	36,980
Financial Liabilities		
Financial Liabilities measured at Amortised Cost	61,585	60,177
The Department does not have any financial assets in the 'Available for Sale' category or the 'Held to Maturity' category and as such these categories are not included above. Also, the Department does not have any financial liabilities in the 'Financial Liabilities at Fair Value through Profit and Loss' category and, as such, this category is not included above.		
Gains on Each Category of Financial Asset and Financial Liability		
Gains on Financial Assets		
Financial Assets at Fair Value through the Profit and Loss		
Designated upon Initial Recognition	-	-
Loans and Receivables	-	-
Gains on Financial Liabilities		
Financial Liabilities measured at Amortised Cost	-	-

NOTE 38 RESTRUCTURE OF ADMINISTRATIVE ARRANGEMENTS

On 11 November 2008, a change to the administrative arrangements resulted in the transfer of selected environmental functions and responsibilities from Territory and Municipal Services to the new Department of the Environment, Climate Change, Energy and Water. The functions transferred include provision of policy advice, and implementation and evaluation of a range of programs dealing with the sustainable use of water, energy, natural resources, and climate change. In addition, the new Department became responsible for the provision of advice, education and compliance services to Government and the community in relation to environment protection, and water resource management. It also administers an environmental grants program and provides support to the Office of the Commissioner for Sustainability and the Environment.

Assets and Liabilities

The assets and liabilities transferred as part of the restructuring of administrative arrangements at the dates of transfer were as follows:-

	Transferred Amounts 2009 \$'000	Transferred Amounts 2008 \$'000
Assets		
Cash and Cash Equivalents	5,453	-
Receivables	127	-
Capital Works in Progress	2,854	-
Plant and Equipment	169	-
Total Assets Transferred	8,603	-
Liabilities		
Payables	4,483	-
Employee Benefits	1,437	-
Total Liabilities Transferred	5,920	-
Total Net Assets Transferred	2,683	-

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
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	2009	2008
	\$'000	\$'000
NOTE 39 COMMITMENTS		
Capital Commitments^a		
Capital commitments contracted at reporting date that have not been recognised as liabilities are as follows:		
<i>Capital Commitments - Property, Plant and Equipment</i>		
Payable:		
Within one year	41,369	18,747
Later than one year but not later than five years	5,175	8,631
Later than five years	-	-
<i>Total Capital Commitments - Property, Plant and Equipment</i>	<u>46,544</u>	<u>27,378</u>
Total Capital Commitments	<u>46,544</u>	<u>27,378</u>
Other Commitments		
Other commitments contracted at reporting date that have not been recognised as liabilities, are payable as follows:		
Within one year	69,133	51,628
Later than one year but not later than five years	165,964	73,342
Later than five years	3,350	334
Total Other Commitments	<u>238,447</u>	<u>125,304</u>

a) Capital Commitments have increased significantly as a result an expanded capital works program which is detailed in Volume 1 of the Departments' annual report.

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 39 COMMITMENTS - CONTINUED

Operating Lease Commitments

The Department has various non-cancellable operating leases for buildings and vehicles. The leases have varying terms, escalation clauses and renewal rights. There are no conditions in the lease agreements requiring the Department to restore the sites that the leased buildings are situated on. The operating lease agreements give the Department the right to renew the leases. Renegotiations of the lease terms occur on renewal of the leases

2009	2008
\$'000	\$'000

Non - Cancellable Operating Lease Commitments

Non-cancellable operating lease commitments are payable as follows:

Within one year	23,255	21,963
Later than one year but not later than five years	40,065	44,875
Later than five years	52,175	29,294
Total Operating Lease Commitments	115,495	96,132

The future minimum lease payments for non-cancellable operating sub-leases expected to be received

Within one year	244	237
Later than one year but not later than five years	530	725
Later than five years	165	187
	939	1,149

All amounts shown in Note 39 : 'Commitments' are inclusive of GST.

Finance Lease commitments are disclosed in Note 31: 'Interest-Bearing Liabilities and Finance Leases'.

NOTE 40 CONTINGENT LIABILITIES AND CONTINGENT ASSETS

Contingent Liabilities

The Department is subject to various claims as at the reporting date with the total contingent liability being shown below:

Legal Claims	6,044	7,943
Total Contingent Liabilities	6,044	7,943

Guarantees

Pursuant to an agreement (permit to use unleased National Land) with the National Capital Authority regarding the use of Commonwealth Park for the 2009 Floriade event, Tourism has given a guarantee of \$26,442 to meet the cost of repairing any damage to the park that may be caused by contractors engaged by Tourism to perform work at the site.

Contingent Assets

The Department has no contingent assets at 30 June 2009.

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 41 CASH FLOW RECONCILIATION

(a) Reconciliation of Cash and Cash Equivalents at the End of the Reporting Period in the Cash Flow Statement to the Equivalent Items in the Balance Sheet.

	2009	2008
	\$'000	\$'000
Total Cash and Cash Equivalents Disclosed in the Balance Sheet	29,090	28,040
Cash and Cash Equivalents at the End of the Reporting Period as Recorded in the Cash Flow Statement	29,090	28,040

(b) Reconciliation of Net Cash Inflows from Operating Activities to the Operating Surplus/(Deficit)

Operating (Deficit)	(49,875)	(74,855)
Add/(Less) Non-Cash Items		
Depreciation of Property, Plant and Equipment	131,800	120,570
Amortisation of Intangibles	1,291	2,355
Write-off of the Other Assets	-	553
Expensing of Capital Works in Progress	5,986	1,849
Land Restoration Borrowing Costs	-	14,631
Assets Transferred to Other Government Agencies	12,616	862
Assets Transferred from Other Government Agencies	(62,652)	(86,547)
Impairment Losses on Debts	-	519
Other Non-Cash items		
Revaluation and Assets Adjustments	(30,602)	2,710
Transfers as a Result of Administrative Arrangements	5,638	30,582
Add/(Less) Items Classified as Investing or Financing		
Net (Gain)/Loss on Disposal of Non-Current Assets	(934)	32
Cash Before Changes in Operating Assets and Liabilities	13,268	13,261
Changes in Operating Assets and Liabilities		
Decrease in Receivables	1,713	8,304
(Increase)/Decrease in Inventories	(394)	188
Decrease in Other Assets	627	615
Increase in Payables	7,657	3,180
Increase/(Decrease) in Employee Benefits	5,274	(57)
(Decrease)/Increase in Other Liabilities	(3,139)	3,630
Net Changes in Operating Assets and Liabilities	11,738	15,860
Net Cash Inflows from Operating Activities	25,006	29,121

(c) Non-Cash Financing and Investing Activities

Due to a change in the Whole-of Government car leasing arrangements all new leases entered into by the Department from 2007-08 onwards will be financing rather than operating leases.

Acquisition of Motor Vehicles by means of Finance Lease	2,678	4,635
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Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
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NOTE 42 EVENTS OCCURRING AFTER BALANCE DATE

There are no events occurring after balance date which would materially effect the financial report as at 30 June 2009.

NOTE 43 THIRD PARTY MONIES

	2009	2008
	\$'000	\$'000
The Department held the following monies at 30 June 2009:		
Road Users Services Trust Account		
Balance at the Beginning of the Reporting Period	2,709	2,266
Cash Receipts	99,468	127,348
Cash Payments	(99,166)	(126,905)
Balance at the End of the Reporting Period	3,011	2,709
NRMA Third Party Insurance		
Balance at the Beginning of the Reporting Period	21	158
Cash Receipts	-	-
Cash Payments	(21)	(137)
Balance at the End of the Reporting Period	-	21
Tourism Trust Account		
Balance at the Beginning of the Reporting Period	203	239
Cash Receipts	1,641	1,748
Cash Payments	(1,744)	(1,784)
Balance at the End of the Reporting Period	100	203
Total Third Party Monies held by the Department	3,111	2,933

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DEPARTMENT OF TERRITORY AND MUNICIPAL SERVICES
TERRITORIAL FINANCIAL REPORT FOR YEAR ENDED 30 JUNE 2009

Department of Territory and Municipal Services
Statement of Income and Expenses on Behalf of the Territory
For the Year Ended 30 June 2009

	Note No.	Actual 2009 \$'000	Original Budget 2009 \$'000	Actual 2008 \$'000
Income				
<i>Revenue</i>				
Payment for Expenses on Behalf of the Territory	45	-	1,762	1,227
Taxes, Fees and Fines	46	133,343	146,649	137,145
User Charges	47	53	36	41
Commonwealth Grants	48	2,143	1,533	1,514
Other Revenue	49	98,360	305,792	113,687
<i>Total Revenue</i>		233,898	455,772	253,614
Total Income		233,898	455,772	253,614
Expenses				
Employee Expenses	50	255	539	480
Superannuation Expenses	51	38	91	59
Supplies and Services	52	271	698	376
Grants and Purchased Services	53	295	434	356
Transfer to Government	54	229,792	454,010	250,110
Other Expenses	55	3,246	-	2,233
Total Expenses		233,898	455,772	253,614
Operating Result		-	-	-

The above Statement of Income and Expenses on Behalf of the Territory should be read in conjunction with the accompanying notes.

Department of Territory and Municipal Services
Statement of Assets and Liabilities on Behalf of the Territory
As at 30 June 2009

	Note No.	Actual 2009 \$'000	Original Budget 2009 \$'000	Actual 2008 \$'000
Current Assets				
Cash and Cash Equivalents	57	435	7,346	7,852
Receivables	58	53,042	30,867	22,318
Total Current Assets		53,477	38,213	30,170
Total Assets		53,477	38,213	30,170
Current Liabilities				
Payables	59	53,457	37,758	29,477
Employee Benefits	60	-	12	120
Other Liabilities	61	20	433	555
Total Current Liabilities		53,477	38,203	30,152
Non-Current Liabilities				
Employee Benefits	60	-	12	18
Total Non-Current Liabilities		-	12	18
Total Liabilities		53,477	38,215	30,170
Net Assets / (Liabilities)		-	(2)	-
Equity				
Accumulated Funds/ (Deficit)	62	-	(2)	-
Total Equity		-	(2)	-

The above Statement of Assets and Liabilities on Behalf of the Territory should be read in conjunction with the accompanying notes.

Department of Territory and Municipal Services
Statement of Changes in Equity on Behalf of the Territory
For the Year Ended 30 June 2009

		Actual	Original	Actual
	Note	2009	Budget	2008
	No.	\$'000	\$'000	\$'000
Total Equity at the Beginning of the Reporting Period		-	(2)	(2)
<i>Accumulated Funds / (Deficit)</i>				
Operating Result	62	-	-	-
Total Income and Expense Recognised Directly in Equity for the Reporting Period		-	-	-
Net Assets Transferred in as part of an Administrative Restructure	62	-	-	2
Total Transactions Involving Equity Holders Affecting Accumulated Funds		-	-	2
Total Equity at the End of the Reporting Period	62	-	(2)	-

The above Statement of Changes in Equity on Behalf of the Territory should be read in conjunction with the accompanying notes.

Department of Territory and Municipal Services
Cash Flow Statement on Behalf of the Territory
For the Year Ended 30 June 2009

	Note No.	Actual 2009 \$'000	Original Budget 2009 \$'000	Actual 2008 \$'000
Cash Flows from Operating Activities				
Receipts				
Cash from Government for Expenses on Behalf of the Territory		-	1,762	1,227
Taxes, Fees and Fines		130,897	146,649	131,715
User Charges		53	36	41
Grants Received from the Commonwealth		2,143	1,533	1,514
Goods and Services Tax Input Tax Credits from Australian Taxation Office		66		54
GST Collected from Customers		1,258	-	1,120
Other Receipts ^a		66,316	304,330	125,570
Total Receipts from Operating Activities		200,733	454,310	261,241
Payments				
Employees		431	630	425
Supplies and Services		263	698	365
Grants and Purchased Services		295	434	356
Transfer of Territory Receipts to the ACT Government		205,860	451,464	255,938
GST Paid to Suppliers		71	-	130
Goods and Services Tax Paid to the Australian Tax Office		1,230		3,521
Other Payments		-	1,084	-
Total Payments from Operating Activities		208,150	454,310	260,735
Net Cash (Outflows)/Inflows from Operating Activities	65	(7,417)	-	506
Net (Decrease)/Increase in Cash and Cash Equivalents		(7,417)	-	506
Cash and Cash Equivalents at the Beginning of the Reporting Period		7,852	7,346	7,346
Cash and Cash Equivalents at the End of the Reporting Period		435	7,346	7,852

a) The results consist primarily of land sales revenue from the Land Development Agency, refer Note 49

The above Cash Flow Statement on Behalf of the Territory should be read in conjunction with the accompanying notes.

Department of Territory and Municipal Services
Territorial Statement of Appropriation
For the Year Ended 30 June 2009

	Original Budget 2009 \$'000	Total Appropriated 2009 \$'000	Appropriation Drawn 2009 \$'000	Appropriation Drawn 2008 \$'000
Expenses on Behalf of the Territory	1,762	1,072	-	1,227
Total Territorial Appropriation	1,762	1,072	-	1,227

The above Territorial Statement of Appropriation should be read in conjunction with the accompanying notes.

Column Heading Explanations

The *Original Budget* column shows the amounts that appear in the Cash Flow Statement in the Statement of Intent. This amount also appears in this financial report, in the Cash Flow Statement.

The *Total Appropriated* column is inclusive of all appropriation variations occurring after the Original Budget.

The *Appropriation Drawn* is the total amount of appropriation received during the year. This amount also appears in this financial report in the Cash Flow Statement.

Reconciliation of Appropriation for 2008-09

Original Budget	1,762
Supplementary Appropriation	
s.16B Rollover ^a	417
s 16 Transfer ^b	(1,107)
Total Appropriated	1,072
Appropriation Rollover ^c	(1,072)
Appropriation Drawn	0

a) Rollover of funding from 2007-08, under Section 16B of the Financial Management Act 1996.

b) Transfer of EBT appropriation to the new Department of the Environment, Climate Change, Energy and Water following the Administrative Arrangement Orders effective 11 November 2008.

c) Appropriation for 2008-09 was not drawn due to cash at bank associated with revenue received in advance, in addition to undisbursed, but approved grant funding on hand and to be disbursed in the 2009-10 financial year.

Department of Territory and Municipal Services
TERRITORIAL NOTE INDEX

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Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 44 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

All of the Department of Territory and Municipal Services' accounting policies are contained in Note 2: 'Summary of Significant Accounting Policies'. The policies outlined in Note 2 apply to both the Departmental and Territorial financial reports.

NOTE 45 PAYMENT FOR EXPENSES ON BEHALF OF THE TERRITORY

Payment for Expenses on Behalf of the Territory is revenue received by the Department from the ACT Government to fund the costs of delivering Territorial functions on behalf of the ACT Government. Payment for Expenses on Behalf of the Territory is provided by the ACT Government on a fortnightly basis, subject to need.

	2009	2008
	\$'000	\$'000
Revenue from the ACT Government		
Payment for Expenses on Behalf of the Territory ^a	-	1,227
Total Payment for Expenses on Behalf of the Territory	-	1,227

a) Appropriation has been transferred to the new Department of the Environment, Climate Change, Energy and Water following the Administrative Arrangements effective 11 November 2008.

NOTE 46 TAXES, FEES AND FINES

Taxes

Motor Vehicle Registrations	81,835	75,991
Drivers' Licenses	8,055	7,565
Total Taxes	89,890	83,556

Fees

Fees for Regulatory Services ^a	22,409	37,938
Total Fees	22,409	37,938

Fines

Traffic Fines	21,023	15,628
Other Fines	21	23
Total Fines	21,044	15,651

Total Taxes, Fees and Fines

133,343	137,145
----------------	----------------

a) Water abstraction fees transferred to the new Department of the Environment, Climate Change, Energy and Water following the Administrative Arrangement Orders, effective 11 November 2008.

NOTE 47 USER CHARGES

User Charges

Other	53	41
Total User Charges	53	41

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 48 COMMONWEALTH GOVERNMENT GRANTS

Selected Commonwealth Government Grant funds if received by the Department are initially recorded in the Territorial accounts with the funds then being transferred back to Territory Banking Account. Generally, if the funds transferred to the Territory Banking Account are to be used for the delivery of outputs, the funds are then appropriated through 'Government Payments for Outputs' (See Note 4: 'Government Payment for Outputs'). If the funds are used for the delivery of capital works then generally, the funds are included in the appropriation for 'Capital Injections'.

	2009	2008
	\$'000	\$'000
Transport Programs		
Australian Land Transport Development Program	332	425
Interstate Road Transport Program	205	338
Other Current Commonwealth Grants	156	165
Total Non-Capital Commonwealth Grants	694	928
Capital Commonwealth Grants		
Black Spot Program	1,449	586
Total Capital Commonwealth Grants	1,449	586
Total Commonwealth Grants	2,143	1,514

NOTE 49 OTHER REVENUE

Other Revenue arises from the core activities of the Department and is distinguished from Other Gains which are primarily one-off unusual items that are not part of core activities.

Other Revenue

Land Sales ^a	97,404	112,892
Other	956	795
Total Other Revenue	98,360	113,687

a) Reflects a decrease in land sales revenue from the Land Development Agency. The value and timing of the budgeted and actual receipts is determined by the Land Development Agency and is associated with the land release program.

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 50 EMPLOYEE EXPENSES

	2009	2008
	\$'000	\$'000
Wages and Salaries	238	364
Comcare Premiums	9	1
Annual Leave	8	40
Long Service Leave	-	75
Total Employee Expenses^a	255	480

a) The Commissioner for the Environment was transferred to the new Department of the Environment, Climate Change, Energy and Water following the Administrative Arrangement Orders effective 11 November 2008.

NOTE 51 SUPERANNUATION EXPENSES

The Department receives funding for superannuation payments. The Department of Territory and Municipal Services then makes payments on a fortnightly basis to the Territory Banking Account for its portion of the Territory's CSS and PSS superannuation liability. The productivity benefit for the schemes are paid directly to Comsuper.

Superannuation payments have been made direct to Comsuper to cover its superannuation liability for employees that are in the new Public Sector Superannuation Scheme Accumulation Plan (PSSAP).

Superannuation payments are also made to external providers as part of the new employee work choice arrangements, and to employment agencies for the superannuation contribution it is required to make for the contract staff it employs.

Superannuation Contributions	28	48
Superannuation to External Providers	5	3
Productivity Benefit	5	8
Total Superannuation Expenses	38	59

NOTE 52 SUPPLIES AND SERVICES

Professional Services	88	291
Accommodation	12	29
Printing and Publishing	13	7
Staff Development	3	11
Other Supplies and Services	155	38
Total Supplies and Services^a	271	376

a) The Commissioner for the Environment was transferred to the new Department of the Environment, Climate Change, Energy and Water following the Administrative Arrangements effective 11 November 2008.

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 53 GRANTS AND PURCHASED SERVICES

Territorial Grants are funds provided by the Department to both Government and non Government entities, usually for specific purposes outlined in the terms of a deed. The Department maintains responsibility for the administration of Heritage Grants and to 11 November 2008 administered a program of environmental grants that has since transferred to the Department of the Environment, Climate Change, Energy and Water.

	2009 \$'000	2008 \$'000
Recurrent Grants to Community Organisations	295	356
Total Grants and Purchased Services	295	356

NOTE 54 TRANSFER TO GOVERNMENT

'Transfer to Government' represents the funds collected by the Department on behalf of the Territory, usually in the form of Taxes, Fees and Fines, that is then transferred to the Territory Bank Account.

Transfers to the Territory Banking Account	229,792	250,110
Total Transfer to Government	229,792	250,110

NOTE 55 OTHER EXPENSES

Impairment Loss and write-offs from Trade Receivables (refer Note 56)	3,246	2,233
Total Other Expenses	3,246	2,233

NOTE 56 IMPAIRMENT LOSSES, WRITE-OFFS and WAIVERS

Under Section 131 of the *Financial Management Act 1996* the Treasurer may, in writing, waive the right to payment of an amount payable to the Territory. A waiver is the relinquishment of a legal claim to a debt over which the Department has control. The write-off of a debt is the accounting action taken to remove a debt from the books but does not relinquish the legal right of the Department to recover the amount. The write-off of debts may occur for reasons other than waivers. The waivers and write-offs listed below have occurred during the reporting period for the Department.

	No.	2009 \$'000	No.	2008 \$'000
Impairment Loss from Receivables				
Trade Receivables ^a	8,902	3,227	6,634	2,233
Total Impairment Loss from Receivables	8,902	3,227	6,634	2,233
Total Impairment Losses	8,902	3,227	6,634	2,233
Write-offs				
Losses or Deficiencies in Public Monies	4	19	-	-
Total Write-offs	4	19	-	-
Total Impairment Losses and Write-offs	8,906	3,246	6,634	2,233
Waivers				
Waivers	-	-	1	168
Total Waivers	-	-	1	168
Total Waivers	-	-	1	168

a) Related to traffic infringement fines and dimensions and mass permits.

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 57 CASH AND CASH EQUIVALENTS

The Department holds a number of bank accounts with the Commonwealth Bank as part of the whole-of-government banking arrangements. With exception to bank accounts established for the management of third party funds, Departmental bank accounts do not generate interest for use by the Department.

Cash at Bank ^a	435	7,852
Total Cash and Cash Equivalents	<u>435</u>	<u>7,852</u>

Under whole-of-government banking arrangements interest is not earned on the Territorial bank account.

a) 2007-08 balance included \$6.4 million of territorial revenues not yet transferred to the Territory bank account. In addition, part of the funding on hand related to functions that transferred to the new Department of the Environment, Climate Change, Energy and Water during 2008-09.

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 58 RECEIVABLES

	2009	2008
	\$'000	\$'000
Current Receivables		
Trade Receivables	11,136	9,510
Less: Allowance for Impairment Losses	(2,975)	(2,466)
	<u>8,161</u>	<u>7,044</u>
Accrued Revenue ^a	44,881	15,274
Total Current Receivables	<u>53,042</u>	<u>22,318</u>
Total Receivables	<u>53,042</u>	<u>22,318</u>

a) The Department recognised accrued land sales revenue, based on advice provided by the Land Development Agency, on land sales that have occurred but are not yet financially complete.

Aging of Receivables

	Not Overdue	Past Due			Total
		Less than 30 Days	30 to 60 Days	Greater than 60 Days	
	\$'000	\$'000	\$'000	\$'000	\$'000
2009					
Not Impaired^a					
Receivables	49,488	1,856	621	1,077	53,042
Impaired					
Receivables	-	-	-	(2,975)	(2,975)
2008					
Not Impaired^a					
Receivables	19,496	1,435	865	522	22,318
Impaired					
Receivables	-	-	-	(2,466)	(2,466)

a) 'Not Impaired' refers to Net Receivables (that is Gross Receivables less Impaired Receivables).

The Department does not hold any collateral for receivables that are overdue or determined to be impaired.

Reconciliation of the Allowance for Impairment Losses	2009	2008
	\$'000	\$'000
Allowance for Impairment Losses at the Beginning of the Reporting Period	2,466	2,118
Additional Allowance Recognised	1,382	2,321
Reduction in Allowance Resulting from a Write-back Against the Receivables	(873)	(1,973)
Allowance for Impairment Losses at the End of the Reporting Period	<u>2,975</u>	<u>2,466</u>

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 58 RECEIVABLES - CONTINUED

	2009	2008
	\$'000	\$'000
Classification of ACT Government/Non-ACT Government Receivables		
Receivables with ACT Government Entities		
Net Receivables ^a	45,411	14,929
Total Receivables with ACT Government Entities	45,411	14,929
Receivables with Non-ACT Government Entities		
Net Receivables	7,631	7,389
Total Receivables with Non-ACT Government Entities	7,631	7,389
Total Receivables	53,042	22,318

a) The Department recognised accrued land sales revenue, based on advice provided by the Land Development Agency, on land sales that have occurred but are not yet financially complete.

NOTE 59 PAYABLES

Current Payables

Net GST Payables	147	124
Payables	8,415	5,621
Accrued Expenses ^a	44,895	23,732
Total Current Payables	53,457	29,477
Total Payables	53,457	29,477

a) This represents the anticipated payment to the Territory Banking account on receipt of the accrued revenue from land sales as at June 2009.

Payables are Aged as Follows:

Not Overdue	53,457	29,477
Total Payables	53,457	29,477

Classification of ACT Government/Non-ACT Government Payables

Payables with ACT Government Entities

Payables	7,996	5,213
Accrued Expenses	44,881	23,732
Total Payables with ACT Government Entities	52,877	28,945

Payables with Non-ACT Government Entities

GST Payable	147	124
Payables	419	408
Accrued Expenses	14	-
Total Payables with Non-ACT Government Entities	580	532
Total Payables	53,457	29,477

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 60 EMPLOYEE BENEFITS

	2009	2008
	\$'000	\$'000
Current Employee Benefits		
Long Service Leave	-	69
Annual Leave	-	46
Accrued Salaries	-	5
Total Current Employee Benefits	-	120
Non-Current Employee Benefits		
Long Service Leave	-	18
Total Non-Current Employee Benefits	-	18
Total Employee Benefits^a	-	138

For Disclosure Purposes Only

Estimate of when Leave is Payable

Estimate Amount Payable within 12 Months

Annual Leave	-	46
Long Service Leave	-	13
Accrued Salaries	-	5
Total Employee Benefits Payable within 12 months	-	64

Estimate of when Leave is Payable after 12 months

Long Service Leave	-	74
Total Employee Benefits Payable after 12 Months	-	74
Total Employee Benefits	-	138

a) As at 30 June 2009, the Department employed no full-time equivalent staff. The 3 full-time equivalent employees in 2008 were transferred to the Department of the Environment, Climate Change, Energy and Water following the Administrative Arrangement Orders, effective 11 November 2008.

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 61 OTHER LIABILITIES

	2009 \$'000	2008 \$'000
Current Other Liabilities		
Revenue Received in Advance	14	209
Third Party Funds	<u>6</u>	<u>346</u>
Total Current Other Liabilities	<u>20</u>	<u>555</u>
Non-Current Other Liabilities		
Other Creditors	<u>-</u>	<u>-</u>
Total Non-Current Other Liabilities	<u>-</u>	<u>-</u>
Total Other Liabilities	<u><u>20</u></u>	<u><u>555</u></u>

NOTE 62 EQUITY

Movement in Equity during the Reporting Period

Balance at the Beginning of the Reporting Period	-	(2)
Operating Result	-	-
Increase in Net Assets due to Administrative Restructure	<u>-</u>	<u>2</u>
Balance at the End of the Reporting Period	<u><u>-</u></u>	<u><u>-</u></u>

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 63 FINANCIAL INSTRUMENTS

Details of the significant policies and methods adopted, including the criteria for recognition, the basis of measurement, and the basis on which income and expenses are recognised, with respect to each class of financial asset and financial liability are disclosed in Note 44 Summary of Significant Accounting Policies - Territorial, to the financial report.

Interest Rate Risk

Interest rate risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market interest rates.

The Department currently has all of its financial assets and financial liabilities held in non-interest bearing arrangements. This means that the Department is not exposed to any movement in interest rates, and as such does not have any interest rate risk.

A sensitivity analysis has not been undertaken for the interest rate risk of the Department as it is not exposed to any movement in interest rates.

Credit Risk

Credit risk is the risk that one party to a financial instrument will fail to discharge an obligation and cause the other party to incur a financial loss. The Department's credit risk is limited to the carrying amount of the financial assets held less any provision for impairment. There is no collateral held as security for financial assets. As cash is held in a bank and receivables, with the exception of the Land Development Agency are dispersed amongst a large number of debtors, there is no significant concentration of credit risk for these financial assets. For land sales revenue from the Land Development Agency, the risk is low as the Land Development Agency is a government owned entity. The primary revenues are related to land sales, commonwealth grants, and selected regulatory fees, with the primary credit risk arising from commercial use of ACT landfills for waste disposal. This risk is actively managed through approval of credit applications, debt aging reports, facility access restrictions and formal debt recovery processes.

Liquidity Risk

Liquidity risk is the risk that the Department will be unable to meet its financial obligations as they fall due. The Department's main financial obligation relates to the transfer to government of Taxes, Fees and Fines revenues where, due to the transfer processes in place, no liquidity risk arises. The Department also makes payments for grants and the purchase of supplies and services funded primarily through Government appropriation. The residual obligation relating to the collection of revenue from third parties for the delivery of the Regional State of the Environment Report is now the responsibility of the new Department of the Environment, Climate Change, Energy and Water as a result of the Administrative Arrangements effective 11 November 2008. A variety of controls maintaining proper liquidity including a separate Territorial bank account, manual bank account sweeping, and balance sheet recognition of future obligations, ensures the Department will meet its financial obligations.

The Department's exposure to liquidity risk and the management of this risk has not changed materially since the previous reporting period.

Price Risk

Price risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices, whether these changes are caused by factors specific to the individual financial instrument or its issuer, or factors affecting all similar financial instruments traded in the market. The Department of Territory and Municipal Services holds only cash and receivables which are not subject to changes in values, and as a result, is not considered to have any price risk. Accordingly, a sensitivity analysis of price risk has not been undertaken.

Fair Value of Financial Assets and Liabilities

The carrying amounts and fair values of financial assets and liabilities at balance date are:

	Note	Carrying Amount 2009 \$'000	Fair Value 2009 \$'000	Carrying Amount 2008 \$'000	Fair Value 2008 \$'000
Financial Assets					
Cash and Cash Equivalents	59	435	435	7,852	7,852
Receivables	60	53,042	53,042	22,318	22,318
Total Financial Assets		53,477	53,477	30,170	30,170
Financial Liabilities					
Payables	62	53,457	53,457	29,477	29,477
Total Financial Liabilities		53,457	53,457	29,477	29,477

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 63 FINANCIAL INSTRUMENTS - CONTINUED

The following table sets out the maturity analysis for financial assets and liabilities as well as the exposure to interest rates, including the weighted average interest rates by maturity period as at 30 June 2009. All financial assets and liabilities which are non-interest bearing will mature in one year or less. All amounts appearing in the following maturity analysis are shown on an undiscounted cash flow basis.

2009	Note	Fixed Interest maturing in:				Non-Interest Bearing	Total
		Floating Interest Rate	1 Year or Less	Over 1 to 5 Years	More than 5 Years		
		\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Financial Instruments							
Financial Assets							
Cash and Cash Equivalents	59	-	-	-	-	435	435
Receivables	60	-	-	-	-	53,042	53,042
Total Financial Assets		-	-	-	-	53,477	53,477
Weighted Average Interest Rate							
Financial Liabilities							
Payables	62	-	-	-	-	53,457	53,457
Total Financial Liabilities		-	-	-	-	53,457	53,457
Net Financial Assets		-	-	-	-	20	20

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 63 FINANCIAL INSTRUMENTS - CONTINUED

The following table sets out the Department's maturity analysis for financial assets and liabilities as well as the exposure to interest rates, including the weighted average interest rates by maturity period as at 30 June 2008. All financial assets and liabilities which are non-interest bearing will mature in one year or less. All amounts appearing in the following maturity analysis are shown on an undiscounted cash flow basis.

2008	Note	Floating Interest Rate \$'000	Fixed Interest maturing in:			Non- Interest Bearing \$'000	Total \$'000
			1 year or Less	Over 1 to 5 Years	More than 5 Years		
			\$'000	\$'000	\$'000		
Financial Instruments							
Financial Assets							
Cash and Cash Equivalents	59	-	-	-	-	7,852	7,852
Receivables	60	-	-	-	-	22,318	22,318
Total Financial Assets		-	-	-	-	30,170	30,170
Weighted Average Interest Rate							
Financial Liabilities							
Payables	62					29,477	29,477
Total Financial Liabilities		-	-	-	-	29,477	29,477
Net Financial Assets		-	-	-	-	693	693

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 63 FINANCIAL INSTRUMENTS - CONTINUED

	2009	2008
	\$'000	\$'000
Carrying Amount of Each Class of Financial Asset and Financial Liability		
Financial Assets		
Other Assets	435	7,852
Loans and Receivables	53,042	22,318
Financial Liabilities		
Financial Liabilities Measured at Amortised Cost	53,457	29,477

NOTE 64 RESTRUCTURE OF ADMINISTRATIVE ARRANGEMENTS

On 11 November 2008, a change to the administrative arrangements resulted in the transfer of selected environmental functions and responsibilities from Territory and Municipal Services to the new Department of the Environment, Climate Change, Energy and Water. The functions transferred include provision of policy advice, and implementation and evaluation of a range of programs dealing with the sustainable use of water, energy, natural resources, and climate change. In addition, the new Department became responsible for the provision of advice, education and compliance services to Government and the community in relation to environment protection, and water resource management. It also administers an environmental grants program and provides support to the Office of the Commissioner for Sustainability and the Environment.

Assets and Liabilities

The assets and liabilities transferred as part of the restructuring of administrative arrangements at the dates of transfer were as follows:-

	Transferred Amounts 2009 \$'000	Transferred Amounts 2008 \$'000
Assets		
Cash and Cash Equivalents	1,007	-
Total Assets Transferred	1,007	-
Liabilities		
Payables	515	-
Employee Benefits	133	-
Total Liabilities Transferred	648	-
Total Net Assets Transferred	359	-

Department of Territory and Municipal Services
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

	2009	2008
	\$'000	\$'000

NOTE 65 CASH FLOW RECONCILIATION

(a) Reconciliation of Cash and Cash Equivalents at the End of the Reporting Period in the Cash Flow Statement to the Equivalent Items in the Balance Sheet on Behalf of the Territory.

Total Cash and Cash Equivalents Disclosed on the Statement of Assets and Liabilities on Behalf of the Territory	435	7,852
Cash and Cash Equivalents at the end of the Reporting Period as Recorded on the Cash Flow Statement	435	7,852

(b) Reconciliation of Net Cash Inflows/(Outflows) from Operating Activities to the Operating Result

Operating Result	-	-
Add: Administrative Arrangement Transfers	-	2
Cash Before Changes in Operating Assets and Liabilities	-	2

Changes in Operating Assets and Liabilities

(Increase)/Decrease in Receivables	(30,724)	8,549
Increase/(Decrease) in Payables	23,980	(8,281)
(Decrease) /Increase in Other Liabilities	(535)	122
(Decrease)/Increase in Employee Benefits	(138)	114
Net Changes in Operating Assets and Liabilities	(7,417)	504

Net Cash Inflows/(Outflows) from Operating Activities	(7,417)	506
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NOTE 66 COMMITMENTS

The Department had no commitments contracted as at the reporting date in relation to its territorial activities.

NOTE 67 CONTINGENT LIABILITIES AND CONTINGENT ASSETS

There were no contingent liabilities or contingent assets as at 30 June 2009.

NOTE 68 EVENTS OCCURRING AFTER BALANCE DATE

There were no events occurring after balance date, which would affect the financial report as at 30 June 2009.



ACT AUDITOR-GENERAL'S OFFICE



A09/12

Mr Gary Byles
Chief Executive
Department of Territory and Municipal Services
Level 5, Macarthur House
12 Wattle Street
LYNEHAM ACT 2602

Dear Mr Byles

**REPORT OF FACTUAL FINDINGS – STATEMENT OF PERFORMANCE
OF THE DEPARTMENT OF TERRITORY AND MUNICIPAL SERVICES
FOR THE YEAR ENDED 30 JUNE 2009**

The Audit Office has completed the review of the statement of performance of the Department of Territory and Municipal Services for the year ended 30 June 2009.

I have attached the statement of performance and the **qualified** report of factual findings. Your attention is drawn to the negative finding included in the report of factual findings.

I have provided a copy of each of these reports to the Minister for Territory and Municipal Services, Mr Jon Stanhope MLA.

Thank you for the assistance provided by the staff of the Department during the review.

Yours sincerely

Tu Pham
Auditor-General

17 September 2009

c.c. ~~Mr~~ Ross Burton, Acting Director, Strategic Finance
Mr Will Laurie, Chair, Internal Audit Committee
Ms Bev Wagg, Audit Manager, Strategic Coordination and Continuous Improvement



ACT AUDITOR-GENERAL'S OFFICE



REPORT OF FACTUAL FINDINGS

Department of Territory and Municipal Services

To the Members of the ACT Legislative Assembly

Report on the statement of performance

I have reviewed the statement of performance of the Department of Territory and Municipal Services (the Department) for the year ended 30 June 2009.

Responsibility for the statement of performance

The Chief Executive of the Department is responsible for the preparation and fair presentation of the Department's statement of performance in accordance with the *Financial Management Act 1996*. This includes responsibility for maintaining adequate records and internal controls that are designed to prevent and detect fraud and error and for the systems and procedures to measure the results reported in the statement of performance.

The auditor's responsibility

My responsibility is to provide a report of factual findings that expresses an independent review opinion on the Department's statement of performance as required by the *Financial Management Act 1996* and the *Financial Management (Statement of Performance Scrutiny) Guidelines 2008*.

I have reviewed the Department's statement of performance to report on whether any matters came to my attention which indicate that the statement of performance is not fairly presented in accordance with the *Financial Management Act 1996*.

This review was conducted in accordance with the Australian Auditing Standards applicable to review engagements. A review is primarily limited to inquiries of the Department's representatives, analytical and other review procedures and the examination of other available evidence. As review procedures do not provide all of the evidence that would be required in an audit, the level of assurance provided is less than given in an audit. I have not performed an audit and have not expressed an audit opinion on the statement of performance.

The review did not include an assessment of the relevance or appropriateness of the performance indicators reported in the statement of performance or the related performance targets.

I have not expressed an opinion on the accuracy of explanations provided for variations between actual and targeted performance due to the often subjective nature of such explanations.

Electronic presentation of the statement of performance

Those viewing an electronic presentation of this statement of performance should note that the review does not provide assurance on the integrity of information presented electronically and does not provide an opinion on any other information which may have been hyperlinked to or from this statement. If users of this report are concerned with the inherent risks arising from the electronic presentation of information, they are advised to refer to the printed copy of the reviewed statement of performance to confirm the accuracy of this electronically presented information.

Independence

I followed applicable independence requirements of Australian professional ethical pronouncements in conducting this review.

Negative finding

As disclosed in the statement of performance, a result for the following performance measure was not measured as required by the *Financial Management Act 1996*.

Output 1.2: 'Office of Transport' – Percentage of customers satisfied with the management of infrastructure services.

Review opinion

Based on my procedures, except for the negative finding referred to above, no matters have come to my attention which indicate that the Department's statement of performance for the year ended 30 June 2009 does not fairly present the Department's performance in accordance with the *Financial Management Act 1996*.

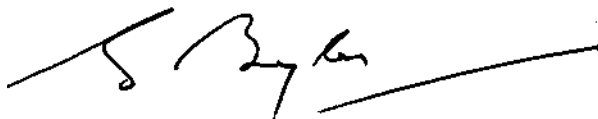


Tu Pham
Auditor-General
17 September 2009

**Department of Territory and Municipal Services
Statement of Performance
For the Year Ended 30 June 2009**

Statement of Responsibility

In my opinion, the Statement of Performance is in agreement with the Department's records and fairly reflects the service performance of the Department's outputs during the financial year ended 30 June 2009 and also fairly reflects the judgements exercised in preparing it.



Gary Byles
Chief Executive
Department of Territory and Municipal Services

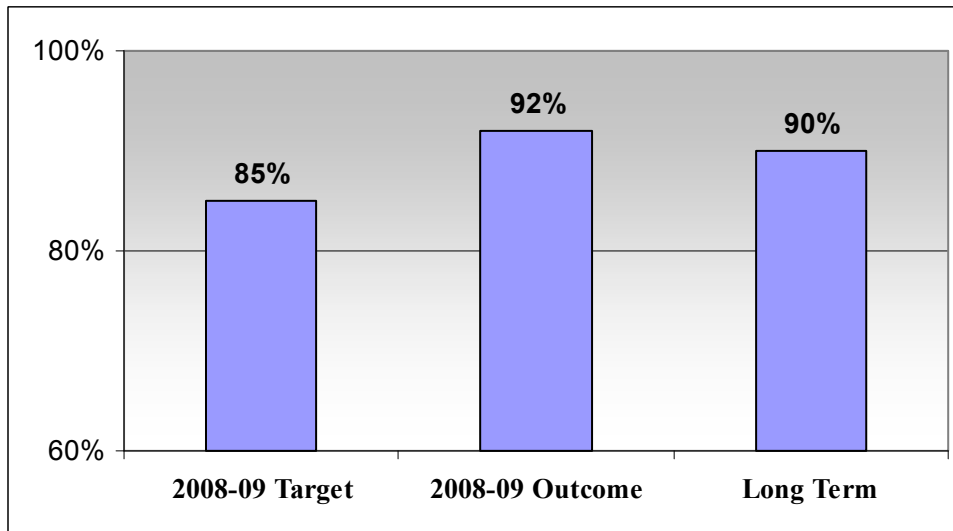
17 September 2009

Strategic Indicators

The Department's strategic indicators are aimed at measuring performance against longer-term and strategic outcomes. The indicators provide a strategic context for the delivery of services to the community, and links to the Government's strategic direction.

Strategic Indicator 1

Customer satisfaction with the delivery of services continues to demonstrate improvement

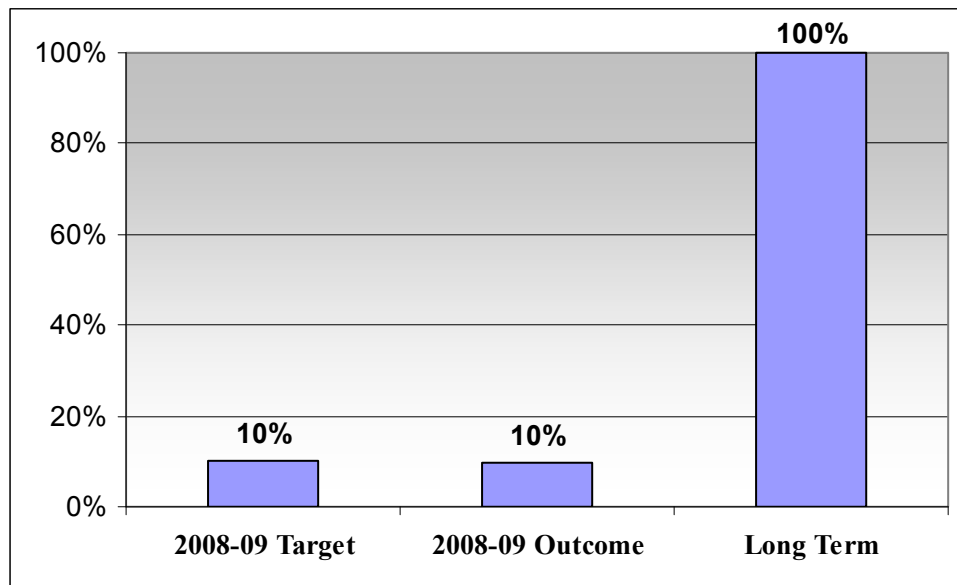


Overall customer satisfaction is measured through a customer satisfaction survey relating to the Department's core service delivery responsibilities such as library services; Canberra Connect shopfronts and online services; infrastructure services (including roads, community paths, traffic lights, and street signs); waste collection; ACTION; parks; reserves; sportsgrounds; ovals and pool facilities.

The current customer satisfaction survey undertaken in May 2009 covered twenty eight core service delivery responsibilities across the Department. Although the outcome has reached the long term target, the Department will continue to use the satisfaction survey as a mechanism for improving service delivery.

Strategic Indicator 2

Percentage of public sportsgrounds using non potable water to meet the vision of the 'Where Will We Play' strategy

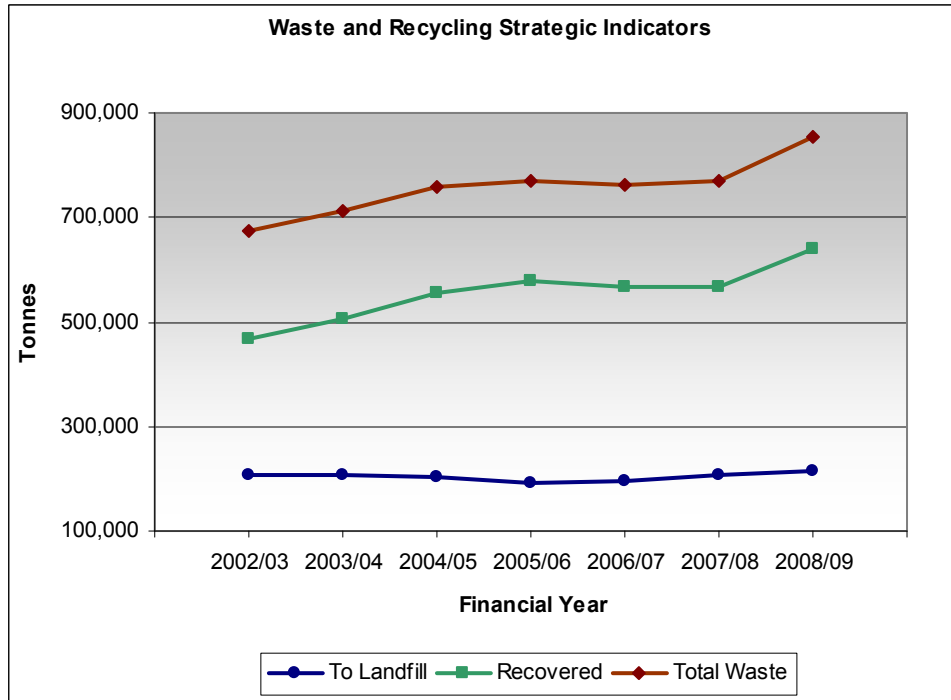


Note: New Measure

This is a new indicator included to measure progress against the Government's "Where Will We Play" vision. A goal of this vision is to have no sports grounds totally reliant on potable water by 2013.

Strategic Indicator 3

Reduction in waste going to landfill and increase in material recovered from the waste stream



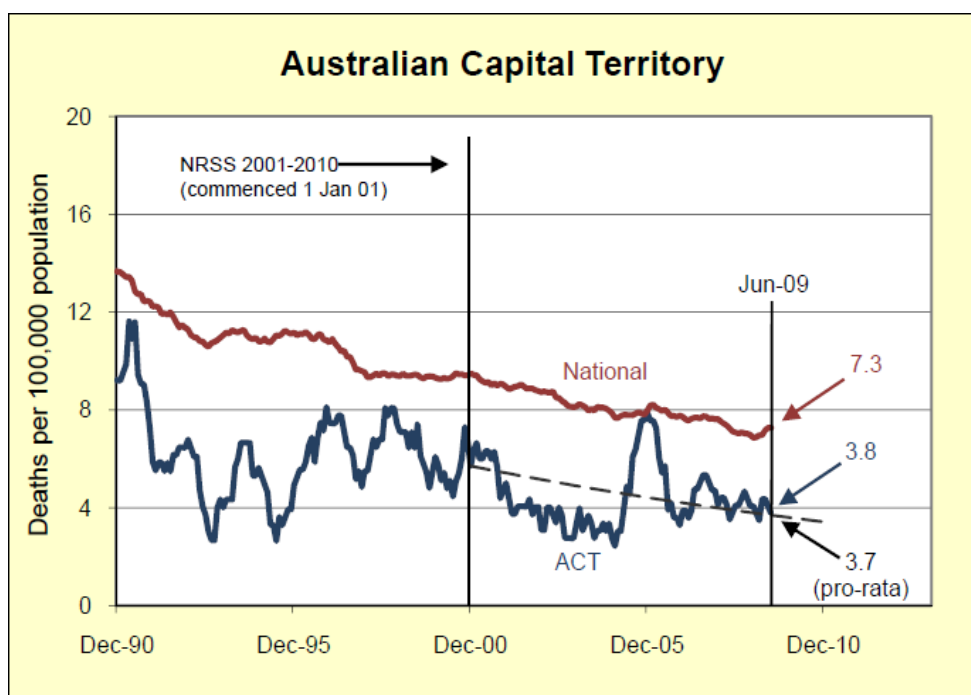
This indicator is calculated using waste to landfill weighbridge data, and resource recovery data provided by local resource recovery and recycling industries in the ACT. The waste to landfill and the resource recovery data are combined to provide a total waste generation result.

This indicator is consistent with the Government's NoWaste Strategy that aims to minimise waste generation and maximise the diversion of material from landfill through re-use, recycling and resource recovery alternatives.

Implementation of the NoWaste Strategy resulted in the recovery of 640,000 tonnes of material that would otherwise have been disposed at landfills representing a recovery rate of 75%. The increase of 50,000 tonnes from the 2007-2008 financial year related primarily to demolition waste.

Waste to landfill has increased by 3% from 208,000 tonnes in 2007-2008 to 214,000 tonnes in 2008-2009. The 3% increase arises primarily from construction and demolition waste and compares favourably with the 8% increase in materials diverted from landfill.

Strategic Indicator 4
Annual number of road fatalities per 100,000 population



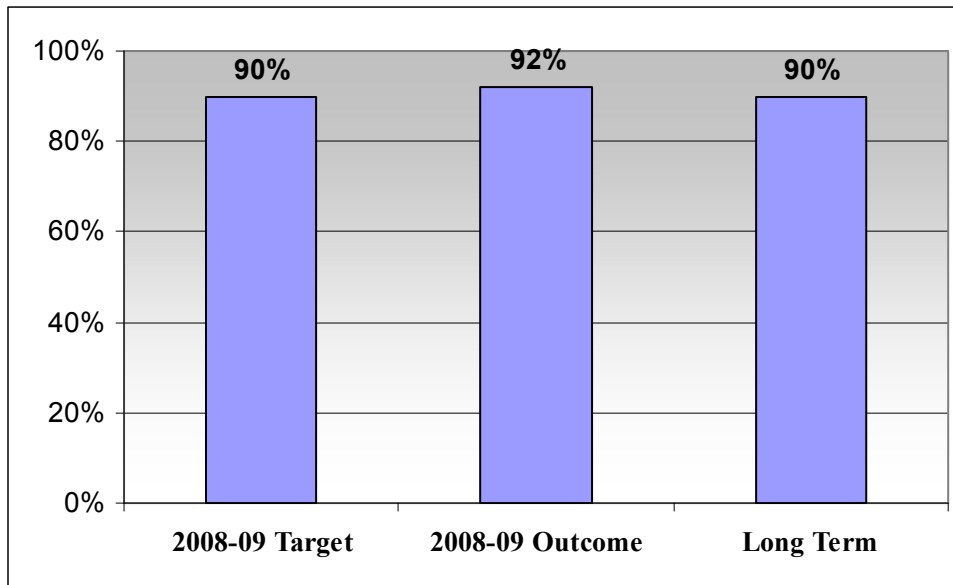
Regulation of driver competency, vehicle standards and public passenger services, together with specific road safety initiatives, all contribute to the Territory's road safety outcome.

An indicator of the Territory's road safety performance is the number of road fatalities recorded each year. The Territory's regulatory activities and road safety initiatives aim to keep ACT road deaths below the target in the National Road Safety Strategy (NRSS), and further, to maintain the trend for a reduction in the annual number of ACT road deaths.

The ACT Road Safety Strategy targets a reduction in fatalities of 40%, reaching 3.7 fatalities per 100,000 population by 2010. The latest result (June 2009) is 3.8 fatalities per 100,000 population.

Strategic Indicator 5

Customer satisfaction with the delivery of services in the management of parks and reserves

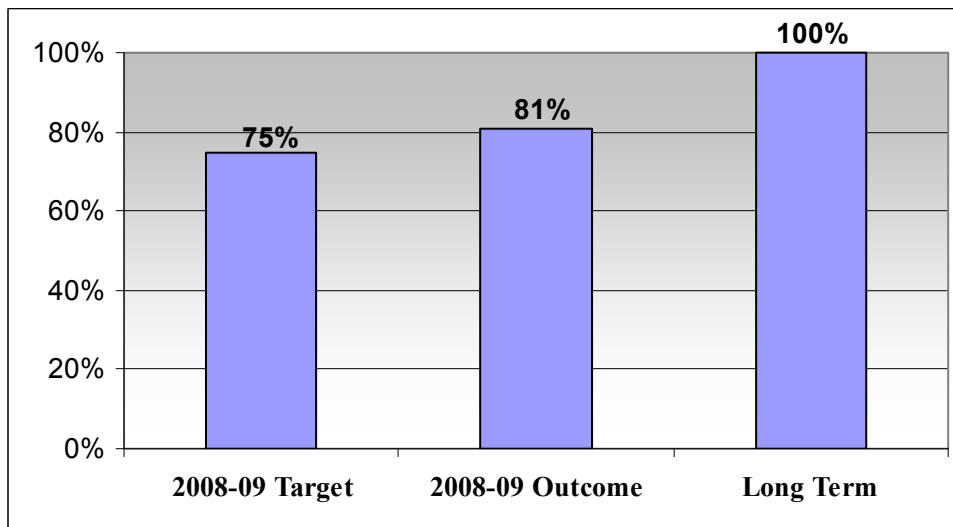


Note: New Measure

As the land manager for unleased land in the ACT, the Department is responsible for the management of over 150,000 hectares of parks and reserves. This is a new measure that demonstrates the level of customer satisfaction with overall management of the park and reserves system.

Strategic Indicator 6

Percentage of Business Units with asset management plans developed and implemented



Asset Management Plans are a framework supporting the optimum alignment of service delivery assets with service delivery strategies. These plans have a focus on the strategic management, acquisition, use and disposal of assets to optimise service delivery potential and costs. TAMS has eleven business units with significant asset management responsibilities. At 30 June 2009, nine of these business units had Asset Management Plans in place with a tenth having a plan for a specific class of assets.

50-80



OUTPUTS FOR YEAR ENDED 30 JUNE 2009

Department of Territory and Municipal Services Statement of Performance as at 30th June 2009					
OUTPUT CLASS 1: MUNICIPAL SERVICES PRINCIPAL MEASURES					
OUTPUT 1.1: Information Services					
Description: Provision of customer enquiry, information, bill payment and library services to the community through Canberra Connect's shopfronts, call centre and internet service, and the ACT Library and Information Services' branch and mobile libraries, home library service, the ACT Virtual Library, Heritage Library and the Government and Assembly Library.					
Accountability Measures	Original Target 2008-09	Amended Target 2008-09	Actual Result 2008-09	% Variance from Original/Amended Target	Explanation of Material Variances
Physical use Library visits per capita Items borrowed per capita	5.75 8		4.8 7.4	(17%) (8%)	1 2
Online use Number of users accessing databases via the Library website	185,000		210,516	14%	3
Number of pages downloaded from library databases on the website	145,000		203,737	41%	4
Library members No. of registered library users	180,000		178,722	(1%)	
Percentage of population who are library members	53%		51%	(3%)	
Cost Effectiveness Customer satisfaction with library services: - including neutral responses - excluding neutral responses	85% 85%		98% 84%	15% (1%)	5 5
Average cost of library services per visit per branch	\$5.60		\$5.78	3%	6
Cost of library services per capita per branch	\$29.50		\$27.96	(5%)	7
Library collection Percentage of library collection purchased in previous five years	45%		51.0%	13%	8
Number of ACT publications or items added to the heritage collection	14,000		13,796	(1%)	
Number of research reference enquiries undertaken at the Government and Assembly Library	55,000		41,492	(25%)	9
Canberra Connect Customer satisfaction with Canberra Connect services Call centre waiting times less than 20 seconds	90% 80%		90% 75%	0% (6%)	10
Average queue time at the Canberra Connect shopfronts	< 12 minutes		10 minutes	0%	
Average cost per transaction at shopfronts	\$8.92		\$8.92	0%	
Average cost per transaction for call centres	\$3.70		\$4.79	29%	11
Average cost per transaction for web transactions	\$0.72		\$0.49	(32%)	12
TOTAL COST (\$'000)	\$34,742		\$34,910	0%	
GOVERNMENT PAYMENT FOR OUTPUTS (\$'000)	\$29,880		\$30,596	2%	

Explanation of Variances:

1. Library users are making greater use of technology to engage with the library service and targeting their visits to collect items ordered on line.
2. Fewer items have been added to the Library collection due to increased pricing for all items. Fewer additions to the collection has an impact on the number of borrowings from the collection, resulting in less items being borrowed. In addition, Library users are increasingly using online databases to book resources.
3. The result reflects increased demand specifically from school and university students.
4. The result reflects increased demand and resultant activity in the second quarter of 2009, especially from school and university students and other researchers.
5. The survey includes a 'neutral' response in the rating scale. For clarity, the result has been shown including and excluding 'neutral' responses. The survey results do not include Virtual, Mobile and Heritage Libraries.
6. The title of this measure incorrectly refers to the average cost of library services per visit per branch, the intention is to measure the average cost per visit for all library branches. The result includes controllable costs only, excluding such costs as depreciation, leave liability and other non cash expenses.
7. The title of this measure incorrectly refers to the cost of library services per capita per branch, the intention is to measure the cost per capita for all library branches. The result includes controllable costs only, excluding such costs as depreciation, leave liability and other non cash expenses. The below target result reflects rigorous cost management in areas such as casual staffing, combined with greater than expected population growth.
8. Libraries have performed a thorough disposal of outdated or no longer relevant library materials in preparation for the implementation of radio frequency identification. This decreases the average age of the collection, however the result is partially offset by the reduction in items added to the collection due to increased pricing.
9. The number of research reference enquiries is below target due to the ACT Election and the Caretaker period. During this time Government business is suspended and Legislative Assembly Committee's no longer make use of Government and Assembly Library resourcing.
10. Continued growth in demand for Contact Centre services coupled with fluctuations in contract staff gave increased queue waiting times.
11. Cost estimates are based solely on inbound phone calls. Customers are now interacting with the call centres through email and customer feedback, these methods have not been recorded as transactions. Average call duration has increased markedly due to increasing customer enquiry complexity.
12. Original targets included information technology costs which have now been centralised and excluded from the calculations. Overall online activities are increasing as customers become more familiar with technology. Web transactions included for the purpose of calculating this result are those deemed to be an interaction between the customer and Canberra Connect, similar to a counter or phone enquiry.

<p align="center">Department of Territory and Municipal Services Statement of Performance as at 30th June 2009</p>

<p align="center">OUTPUT CLASS 1: MUNICIPAL SERVICES PRINCIPAL MEASURES</p>
<p>OUTPUT 1.2: Office of Transport</p>
<p>Description: Management of the ACT's road assets and regulation of public passenger transport, heavy vehicles, driver competency and vehicle registration. Also includes the promotion of road user safety, provision of strategic transport planning and public transport services.</p>

Accountability Measures	Original Target 2008-09	Amended Target 2008-09	Actual Result 2008-09	% Variance from Original/Amended Target	Explanation of Material Variances
Infrastructure					
Annual percentage of territorial roads resurfaced	5%		5.3%	6%	1
Annual percentage of municipal roads resurfaced	4%		3.4%	(15%)	1
Percentage of customers satisfied with the management of infrastructure services	70%		Not Measured		2
Percentage of territorial roads in good condition	85%		90%	6%	3
Percentage of bridges that meet SM1600 standard on the B Double Network	48%		55%	15%	4
Sustainable Transport					
Increase in length (km) of on-road cycle lanes	10		66.2	562%	5
Increase in length (km) of bus priority/transit lanes	1		0.15	(85%)	6
Increase in length (km) of community paths	20		62	210%	7
Transport Planning and Regulation					
Taxi cab waiting times within standard	100%		100%	0%	8
Taxi cab waiting times (wheelchair accessible taxis) within standard	100%		94%	(6%)	9
Number of random vehicle inspections	56,000		55,881	0%	
No. of audits of accredited driving instructors per annum	440		445	1%	
No. of audits of authorised vehicle examiners per annum	600		615	3%	
Percentage down time of fixed speed cameras	8%		5%	(35%)	10
TOTAL COST (\$'000)	\$213,347	\$213,510	\$215,659	1%	
GOVERNMENT PAYMENT FOR OUTPUTS (\$'000)	\$135,867	\$135,897	\$136,347	0%	

Explanation of Variances:

1. Reseal and asphalt costs have increased dramatically with the increase in the cost of oil in 2008. Tender pricing received in response to the 2008-09 program was more than double those of 2007-08, which has resulted in a scaled back program.
2. Calculating the actual result using the same method that was used for determining the target would involve averaging the responses to six individual satisfaction survey questions and result in a satisfaction outcome of 77.6% (including neutral responses) being reported. But as a specific question on overall satisfaction was not asked and averaging the individual survey results considered inappropriate in determining overall satisfaction, the result for 30 June 2009 has been reported as not measured.
3. This result is calculated using roughness testing to determine the condition of the road. Roughness is only one measure of road condition, this measure will be supplemented by the "Smooth Travel Exposure" measure when data is available. The result indicates that the maintenance resurfacing program contributes to improved road conditions.
4. An accelerated program of investigations, due to a Commonwealth grant, has been undertaken to assess and strengthen bridges on existing B-double network and appraise new routes.
5. More roads have been resurfaced to include on-road cycle lanes. The large increase in length is due to the inclusion of on-road cycle lanes of collector roads (major suburban roads) as well as the arterial road network, when resurfacing.
6. The original target envisaged construction of a bus lane in Belconnen. An assessment of this proposal identified that it would have too great an impact on general traffic flow, resulting in a reduction to the actual length constructed.
7. There was a greater than expected contribution from gifted assets with the opening of new subdivisions.
8. Minimum service standards for taxi networks are set in Disallowable Instrument DI2007-170 Road Transport (Public Passenger Services) (Minimum Service Standards—Taxi Network) Approval 2007 (No 1). The standards include taxi cleanliness, booking services, waiting times, driver conduct, customer inquiries and complaints, and compliance with these standards is independently audited. In relation to waiting times the standards are: peak period 85% less than 18 minutes; peak period 95% less than 30 minutes; all other times 85% less than 10 minutes and; all other times 95% less than 20 minutes.
9. Minimum service standards for taxi networks are set in Disallowable Instrument DI2007-170 Road Transport (Public Passenger Services) (Minimum Service Standards—Taxi Network) Approval 2007 (No 1). The standards include taxi cleanliness, booking services, waiting times, driver conduct, customer inquiries and complaints, and compliance with these standards is independently audited. The below target result reflects a higher level of private hiring's conducted by Wheelchair Assisted Taxi operators rather than bookings through the taxi network. Fleet availability was also affected by vehicles being off road for maintenance and repairs. In relation to waiting times the standards are: peak period 85% less than 18 minutes; peak period 95% less than 30 minutes; all other times 85% less than 10 minutes and; all other times 95% less than 20 minutes.
10. The installation of new cameras as part of the expansion of the traffic camera network has reduced the average age of the camera network. This reduction in age, coupled with increased regular maintenance, has led to a reduction in camera downtime.

<p>Department of Territory and Municipal Services</p> <p>Statement of Performance</p> <p>as at 30th June 2009</p>

<p>OUTPUT CLASS 1: MUNICIPAL SERVICES</p> <p>PRINCIPAL MEASURES</p>
<p>OUTPUT 1.3: Sustainability</p> <p>Description: Provision of policy advice as well as implementation and evaluation of programs dealing with the sustainable use of water, energy, and natural resources, programs addressing climate change and waste management programs including household garbage and recycling.</p>

Accountability Measures	Original Target 2008-09	Amended Target 2008-09	Actual Result 2008-09	% Variance from Original/Amended Target	Explanation of Material Variances
Waste and Recycling					
Annual tonnes of waste to landfill per head of population	0.59		0.55	(7%)	1
Annual total resource recovery tonnage per head of population	1.49		1.65	11%	2
Percentage of recovered material of the total waste stream	72%		75%	4%	3
Annual cost of kerbside collection per household	\$63.20		\$64.22	2%	4
Cost of recyclables processing per tonne	\$21.70		\$20.93	(4%)	4
Cost of green waste processing per tonne	\$3.00		\$3.05	2%	4
Percentage of customers satisfied with waste collection services:					
- including neutral responses	98%		98%	0%	5
- excluding neutral responses	98%		87%	(11%)	5
Operational cost of landfilling waste per tonne	\$13.80		\$13.75	0%	5
Sustainability Policies and Programs					
Report on the Implementation of Think water, act water program	1	Transferred to DECCEW			6
Quarterly reporting of Climate Change Action Plan	4	Transferred to DECCEW			6
Number of significant joint ACT/Commonwealth funded sustainability programs	3	Transferred to DECCEW			6
Implementation of national reforms in energy and water	2	Transferred to DECCEW			6
TOTAL COST (\$'000)	\$35,461	\$33,461	\$30,376	(9%)	7
GOVERNMENT PAYMENT FOR OUTPUTS (\$'000)	\$29,009	\$27,009	\$20,666	(23%)	7

Explanation of Variances:

1. A reduction in commercial waste to landfill, resulting principally from increased waste disposal charges and implementation of waste minimisation programmes, has resulted in a lower than anticipated waste to landfill per head of population outcome.
2. Levels of resource recovery were higher, resulting in a better outcome than the projected target.
3. The result is based on third party information on kerbside garbage, recycling and multi-unit development hopper collections. The target and result have been calculated using external contractor costs and exclude overheads. This methodology avoids material changes due to overhead allocation making easier the comparison of results to prior periods and costs of service in other jurisdictions.
4. The target and result have been calculated using external contractor costs and exclude overheads. This methodology avoids material changes due to overhead allocation making easier the comparison of results to prior periods and costs of service in other jurisdictions.
5. The satisfaction survey includes a rating of 'neutral' in the rating scale. The original target for this measure was established on the basis that neutral responses would be included in the reported result. To clearly show the impact of the neutral rating, the result has been reported inclusive and exclusive of the neutral response.
6. Transferred to the new Department of the Environment, Climate Change, Energy and Water following the Administrative Arrangements of 10 November 2008 (NI2008-526).
7. The variations are due to the transfer of specified activities and related revenue to the new Department of the Environment, Climate Change, Energy and Water following the Administrative Arrangements of 10 November 2008 (NI2008-526).

<p align="center">Department of Territory and Municipal Services Statement of Performance as at 30th June 2009</p>

<p align="center">OUTPUT CLASS 1: MUNICIPAL SERVICES PRINCIPAL MEASURES</p>
<p>OUTPUT 1.4: Land Management</p>
<p>Description: Planning and management of the ACT's parks, plantations, reserves and open space system. The single land manager role includes management of recreational land use, pest and weed control, fire management, conservation management, and maintenance of the look and the feel of the city and its environs, including the urban forest.</p>

Accountability Measures	Original Target 2008-09	Amended Target 2008-09	Actual Result 2008-09	% Variance from Original/Amended Target	Explanation of Material Variances
Implement Tree Watering Program	100%		94%	(6%)	1
Implement Hazardous Tree Program	100%		100%	0%	2
Annual management of public land (cost per hectare)	\$345.00		\$370.29	7%	
Percentage of parks with a current (less than 10 years old) management plan	60%		61%	2%	
Complete annual works programs for pest plants and feral animals	Jun-2009		Jun-2009	0%	
Implement required action from the annual Bushfire Operations Plan	Jun-2009		Incomplete	N/A	3
Implement identified activities arising from Action Plans for Threatened Species	Jun-2009		Incomplete	N/A	4
TOTAL COST (\$'000)	\$76,717	\$76,817	\$80,411	5%	5
GOVERNMENT PAYMENT FOR OUTPUTS (\$'000)	\$60,030	\$60,130	\$63,865	6%	5

Explanation of Variances:

1. Tree watering commenced three weeks later than expected in early November because of rain received in September and October 2008. There were fewer trees in each cycle, requiring lower water volumes earlier in the season, however very dry conditions in February and March required additional watering in April 2009.
2. Higher costs arose from both ageing infrastructure (thus higher maintenance costs) and price increases across a range of services.
3. 90% complete. Planning approval delays, inability to source external consultants due to National Stimulus priorities, and undertaking 38 additional activities contributed to this result.
4. 93% complete. The endangered grasslands monitoring program was not completed due to unseasonably dry conditions. Vegetation monitoring will be undertaken in Spring 2009.
5. Additional funding was provided through Treasurers Advance to Output 1.4 Land Management. This funding was required due to a wide range of projected price increases and growth in areas to be managed. The increase in price was to cover; contract staff; vehicle and equipment leasing; maintenance and repairs and contracted services. The growth in area and assets managed results primarily from the urban open space, parks, playgrounds, trees, and related community infrastructure received from green field developments.

Department of Territory and Municipal Services Statement of Performance as at 30th June 2009					
OUTPUT CLASS 1: MUNICIPAL SERVICES PRINCIPAL MEASURES					
OUTPUT 1.5: Environment Regulation					
Description: Administration of regulatory activities to protect and enhance the natural and built environment. Provision of advice, education and compliance services to Government and the community in relation to municipal ranger functions, domestic animal management, plant and animal licensing, environment protection, water resource management, heritage places and objects, and significant tree preservation.					
Accountability Measures	Original Target 2008-09	Amended Target 2008-09	Actual Result 2008-09	% Variance from Original/Amended Target	Explanation of Material Variances
Deliver ACT Environment and Heritage grants programs Assessment of development applications for ACTPLA	Jun-2009 100% within 15 working days		Jun-2009 93%	0% (7%)	1
Heritage registrations within statutory timeframes	100%		100%	0%	
Annual grants advice submitted to Minister	Aug-2008		Aug-2008	0%	
Numbers of Animals processed by the Domestic Animal Shelter	2,050		2,220	8%	2
Percentage re-homing rate of stray and abandoned animals	95%		96%	1%	3
Administer Environment Protection Authorisations within statutory timeframes	100%	Transferred to DECCEW			4
Decisions on Protected Trees within statutory timeframes	100%	Transferred to DECCEW	97%	(3%)	4
Administer water resources within statutory timeframes	100%	Transferred to DECCEW			
Assess and report on water quality in the ACT	Oct-2008				4
Abandoned vehicles on unleased land removed in a timely manner	100% within 15 working days		97%	(3%)	
Response to complaints of public safety issues	100% within 2 days		100%	0%	
Response and collection of "sharps" on unleased land	100% within 4 hours		99%	(1%)	
TOTAL COST (\$'000)	\$9,966		\$8,093	(19%)	5
GOVERNMENT PAYMENT FOR OUTPUTS (\$'000)	\$8,706		\$4,749	(45%)	5

Explanation of Variances:

1. 93% of applications were assessed within the 15 working day timeframe. This result would have been 98% however the Department decided to "stop the clock" on 4.8% or eight of one hundred and sixty five applications. This methodology is only used when the applicant provides insufficient information for the development application to be assessed. This practice avoids an initial rejection of the application thereby improving customer service to the applicant. This practice will be considered for inclusion as part of the review of the Heritage Act due to commence in April 2010.
2. There has been a significant increase in the number of stray dogs impounded by Domestic Animal Services.
3. This result is calculated using statistics on saleable animals only. This measure excludes animals not for sale, such as savage dogs handed in for destruction.
4. These measures transferred to the new Department of the Environment, Climate Change, Energy and Water following the Administrative Arrangements of 10 November 2008 (NI2008-526).
5. The variations arise from the transfer of specified activities and related revenue to the new Department of the Environment, Climate Change, Energy and Water following the Administrative Arrangements of 10 November 2008 (NI2008-526).

OUTPUT CLASS 1: MUNICIPAL SERVICES PRINCIPAL MEASURES						
OUTPUT 1.6: Sport and Recreation Services						
Description: Development of programs, policies and legislation, grant provision, and education and training opportunities to maintain and improve the capabilities of the sport and recreation sector. Also includes management and maintenance of sportsgrounds and facilities and the provision of support services to high performance athletes in the ACT.						
Accountability Measures	Original Target 2008-09	Amended Target 2008-09	Actual Result 2008-09	% Variance from Original/Amended Target	Explanation of Material Variances	
Number of targeted programs implemented	9		9		1	
Value of funding to community sport and recreation and National Leagues organisations	\$2,447,385	\$2,527,385	\$2,727,385	0% 8%		
Value of performance agreements provided for delivery of ARU/NRL/AFL games in Canberra	\$2,101,000		\$2,571,000	22%	2	
Percentage of satisfied athletes and coaches with services and support provided by the ACT Academy of Sport as assessed by annual survey	90%		97%	8%	3	
Percentage of customers satisfied with the management of sportsgrounds and ovals:						
- including neutral responses	92%		86%	(7%)	4	
- excluding neutral responses	92%		76%	(17%)	4	
Percentage of customers satisfied with the management of pool facilities	93%		83%	(10%)	5	
Annual sportsgrounds maintenance cost per hectare	\$16,520		\$23,515	42%	6	
TOTAL COST (\$'000)	\$29,318	\$29,478	\$31,216	6%	7	
GOVERNMENT PAYMENT FOR OUTPUTS (\$'000)	\$23,590	\$23,670	\$24,183	2%		

Explanation of Variances:

1. The original target excluded \$50,000 in indexation and \$150,000 for budget initiatives. In addition, further funding of \$80,000 was provided to the National League Team for participation of additional teams in the competition.
2. An additional \$470,000 rescue package was paid to the ACT Brumbies.
3. Better than anticipated result.
4. The effect of ongoing drought conditions on the quality of neighbourhood ovals is reflected in a reduction in customer satisfaction.
5. The overall result is below target due to the ageing condition of the amenities at Canberra Olympic Pool. A long term options study to address this and other issues is currently being undertaken.
6. There has been a significant increase in water consumption and mowing costs, which are well above the original budgets used to set the annual target.
7. Treasurer's Advance funding was provided during the 2008-09 financial year for the purpose of meeting costs arising from increased sports grounds maintenance and swimming pool costs.

<p align="center">Department of Territory and Municipal Services Statement of Performance as at 30th June 2009</p>
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<p align="center">OUTPUT CLASS 2: ENTERPRISE SERVICES PRINCIPAL MEASURES</p>
<p>OUTPUT 2.1: Government Services</p>
<p>Description: Incorporates businesses that provide commercial services to ACT Government agencies and the private sector on a fee for service basis, including Property and Facilities Management, the Yarralumla Nursery and Capital Linen Services.</p>

Accountability Measures	Original Target 2008-09	Amended Target 2008-09	Actual Result 2008-09	% Variance from Original/Amended Target	Explanation of Material Variances
Capital Linen Services					
Total tonnes of laundry processed	5,000		5,513	10%	1
Percentage of laundry requiring rewashing	2 - 5%		6%		
Property					
Accommodation utilisation rate (m2 per employee)	18.2m ²		17.3m ²	(5%)	
Occupancy rate of ACT Government office buildings	98%		97%	(1%)	
Use of Greenpower	23%		25%	7%	2
Accommodation cost per employee	\$7,800		\$7,012	(10%)	3
Occupancy rate for properties designated for use by non-government tenants	95%		97%	2%	
Yarralumla Nursery					
Plant spoilage within industry standard	<10%		10%	0%	
TOTAL COST (\$'000)	\$81,719		\$99,471	22%	4
GOVERNMENT PAYMENT FOR OUTPUTS (\$'000)	\$969		\$969	0%	

Explanation of Variances:

1. The result exceeds production targets because of higher demand.
2. "Greenpower" is composed of two components: accredited "GreenPower", and methane gas derived energy from landfills (EDL). The addition of new sites produced a higher overall level of energy consumption, which was offset by higher percentage of energy generated from methane gas.
3. Shared Services transferred into the Department as part of the revised Administrative Arrangements of 11 November 2008. On average Shared Services has higher accommodation density, lowering the accommodation cost per employee for the Department.
4. The variation is due to increased fee for service activity linked to both the Whole of Government Accommodation Strategy in both facilities maintenance and property management,

Department of Territory and Municipal Services Statement of Performance as at 30th June 2009					
OUTPUT CLASS 2: ENTERPRISE SERVICES PRINCIPAL MEASURES					
OUTPUT 2.2: Tourism & Events Description: Creation and implementation of a range of marketing and development programs and activities to promote tourism and major events held in the ACT.					
Accountability Measures	Original Target 2008-09	Amended Target 2008-09	Actual Result 2008-09	% Variance from Original/Amended Target	Explanation of Material Variances
Tourism					
Awareness of the Capital Region as a tourist destination					
- Sydney	>9%		12%	0%	
- Brisbane	>5%		8%	0%	
- Adelaide	>5%		10%	0%	
- Regional NSW	>12%		17%	0%	
Preference of the Capital Region as a tourist destination					
- Sydney	>10%		14%	0%	
- Brisbane	>5%		7%	0%	
- Adelaide	>5%		9%	0%	
- Regional NSW	>10%		13%	0%	
Number of hits to the website	690,000		768,794	11%	1
Number of visitors to:					
- Floriade	145,200		180,191	24%	2
Territory Venues and Events					
Number of Major Events at:					
- Canberra Stadium	23		27	17%	3
- Manuka Oval	5		8	60%	4
- Stromlo Forest Park	7		9	29%	5
Own Source revenue by venue:					
- Canberra Stadium	\$3,018,600		\$3,310,653	10%	6
- Manuka Oval	\$233,500		\$309,287	32%	7
TOTAL COST (\$'000)	\$27,303	\$28,003	\$29,882	7%	8
GOVERNMENT PAYMENT FOR OUTPUTS (\$'000)	\$18,244	\$18,944	\$19,725	4%	

Explanation of Variances:

1. Website hits are increasing due to the continued emergence of the internet as a key driver for tourism activities such as travel, research, planning and online bookings.
2. The record attendance figure was due in part to a large increase in interstate overnight visitation, a popular theme in 'Films that shaped our nation', the introduction of Floriade NightFest and a strong repeat visitation which reflects efforts to broaden the event experience.
3. The Department negotiated hosting of the Rugby League World Cup, Pacific School Games Opening ceremony, Matildas v Italy, Socceroos v Kuwait and the Wallabies v Italy events at the Canberra Stadium.
4. The Department negotiated hosting of the Womens One Day International Practice Event and the Womens 2009 World Cup games at the Manuka Oval.
5. The Department negotiated hosting of the ACT School Cycling Championships, National 2009 MTB Championships and National 2009 Cross Country Running Trials at Stromlo Forest Park.
6. Canberra Stadium generated additional revenue due to the A-League Soccer, the Rugby League World Cup and the Pacific School Games Opening Ceremony, the Socceroos v Kuwait match and the Wallabies v Italy International. Also the Raiders suite hire commissions exceeded budget.
7. Manuka Oval has generated better than anticipated function and rental income from the tenants due to the renegotiation of lease agreements.
8. Treasurer's Advance funding was provided during the 2008-09 financial year for the purpose of meeting costs arising from additional events and increases in price including contracts, materials, servicing and repairs.

EBT: OFFICE OF THE COMMISSIONER FOR THE ENVIRONMENT PRINCIPAL MEASURES						
EBT 1: Office of the Commissioner for the Environment						
Description: Publication of the State of the Environment Report, investigation of complaints by Ministerial direction, or where a Territory agency's actions would have a substantial impact on the environment.						
Accountability Measures	Original Target 2008-09	Amended Target 2008-09	Actual Result 2008-09	% Variance from Original/Amended Target	Explanation of Material Variances	
Preparation of the Australian Capital Region State of the Environment Report 2008	Nov-08		Incomplete		1	
Report on uptake of recommendations on State of the Environment and special reports	Sep-08		Sep-08	0%		
Completion of Ministerial initiated investigations in accordance with the Minister's Direction	100%		N/A		2	
Completion of Commissioner initiated investigations within 12 months of commencement	100%		N/A		2	
Report on complaints about management of the environment by the Territory or a Territory agency	Sep-08		Sep-08	0%		
TOTAL COST (\$'000)	\$1,228		\$423	(66%)	3	
PAYMENT FOR EXPENSES ON BEHALF OF THE TERRITORY FOR OUTPUTS	\$1,228		\$0	(100%)	4	

Explanation of Variances:

1. The report was completed in December 08 due to delays in the provision of data from external providers. As the completion date is after the revised Administrative Arrangements of 10 November 2008 (NI2008-526), the result will be published in the 2008-2009 Annual Report for the Department of the Environment, Climate Change, Energy and Water.
2. This measure is scheduled to be completed in June 09. As the result will be measured after the revised Administrative Arrangements of 10 November 2008 (NI2008-526), the result will be published in the 2008-2009 Annual Report for the Department of the Environment, Climate Change, Energy and Water.
3. The variation between budget and actual arises as the expenditure was only incurred up to the date of the revised Administrative Arrangements of 10 November 2008 (NI2008-526). From 11 November 2008 expenditure was recorded against the Department of the Environment, Climate Change, Energy and Water.
4. Appropriation for Expenses on Behalf of the Territory was transferred to the Department of the Environment, Climate Change, Energy and Water following the revised Administrative Arrangements of 11 November 2008. Funding was sourced from cash reserves from prior years.

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ACTION ANNUAL REPORT

MANAGEMENT DISCUSSION AND ANALYSIS FOR ACTION, FOR THE FINANCIAL YEAR ENDED 30 JUNE 2009

General Overview

Objectives

ACTION's business activity is to provide public transport in the ACT including the following services:

- a) Public bus network and school services providing a range of express and route services.
- b) Special needs transport service providing a door to door service for students with a disability.
- c) Charter bus services for schools, sporting bodies and other organisations hosting Territory events and festivals.
- d) Six Community buses in partnership between ACTION, the Department of Disability, Housing and Community Services, and the Regional Community Services.

Risk Management

ACTION is redeveloping its risk management profile that forms part of its 2008-09 strategy and business plans. This will include integration of its Fraud and Corruption control plan, business audit program and a business continuity plan.

ACTION has identified the following potential risks that may influence its business outcomes and future financial position:

- a) **Budget and cash flow** – ACTION implemented a new network in 2008 and refined the network through 2009 to meet customer demand and new patronage initiatives. This process is being closely monitored to align with available budget, and ACTION will continue to make representations through the Department to ACT Treasury about its financial position and rising operational costs.
- b) **Revenue** – ACTION has commenced the process to replace its ticketing system which will mitigate revenue losses due to equipment failures. The service plan and network aims to optimise services for improved patronage.
- c) **Safety and OHS** – During the period 2008-09 ACTION undertook major initiatives to improve safety for both customer and staff at interchanges and depots. This is in line with Government Policy on customer service and safety with the objective of increasing bus patronage.
- d) **Asset management plan** – Improved asset management of depots, interchanges and buses will reduce the risk of liabilities arising from accidents, assist the planning for regularising capital investment including the bus replacement program, and improve maintenance expenditure. An improved asset management plan will also ensure quality standards and legislative compliance where applicable.
- e) **Driver and specialised human resources retention** – ACTION is maintaining a vigorous driver recruitment and training regime to ensure a

constant supply of high performing drivers. Other key areas will be assessed for potential risk and mitigation in a constrained labour market for transport and business system support specialists.

Financial Performance

The following financial information is based on audited Financial Statements for 2007-08 and 2008-09, and the forward estimates contained in the 2008-09 Supplementary Budget Papers.

Operating Result

The operating result for ACTION was a deficit of \$11.4 million against a budget deficit of \$7.3 million, an unfavourable variance of \$4.1 million.

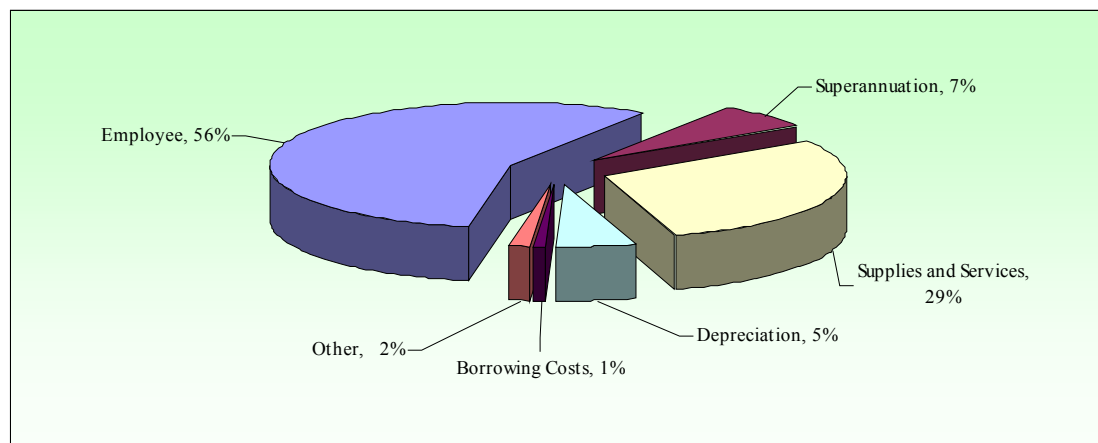
Total expenditure was \$107.9 million which was \$8.3 million above budget, whilst revenue at \$96.5 million, above budget by \$4.3 million.

Total Expenditure

Components of Expenditure

Figure 1 indicates the components of ACTION's expenditure for 2008-09 with the largest component of expenditure being employee expenses representing **56% (or \$60.8 million)**.

Figure 1 - Components of Expenditure



Comparison to Budget

Total expenditure of **\$107.9 million** was **\$8.3 million**, or **8.4%** higher than the 2008-09 budget of **\$99.5 million**. This higher than budgeted expenditure was largely the result of:

- employee expenses increase of **\$5.2 million** made up of \$2.8 million as a result of changes in accounting policy for recognising employee leave liability,

\$0.8 million due to an increase in the Comcare premium and an increase in the number of full-time equivalent staff due to network enhancements;

- supplies and services expenses increase of **\$3.5 million** made up of \$2.3 million in insurance charges, \$1.1 million in IT charges, \$1.2 million in parts and oil (partly offset by \$0.45 million in capital injections for engine rebuilds). These results were partly offset by a saving in fuel of \$1.2 million;
- depreciation expense decrease of **\$1.6 million** as a result of the asset revaluation and the delay in purchase of 100 new buses; and
- other expenses increase of **\$1.1 million** relating to revaluation losses from property plant and equipment \$0.8 million and losses on the transfer of assets \$0.5 million, offset by a reduction in the loss on sale of fixed assets \$0.3 million.

Comparison to Prior Year

Total expenditure was **\$9.4 million**, or **9.5%** higher than the 2007-08 reported result. The increase was primarily due to:

- supplies and services expenditure increased **\$5.3 million**, or **20.4%**, due primarily to increased insurance expenses \$2.3 million, computing costs \$1.7 million and bus maintenance expenses \$1.0 million;
- employee expenses increased by **\$8.4 million**, or **16.0%**, as a result of changes in accounting policy relating to the recognition of leave liability increasing expenses by \$2.8 million, increased Comcare \$1.0 million, salary increases as detailed in the ACTION Certified Agreement and increased number of full time equivalent staff through increased network services; and
- other expenses decreased by **\$4.7 million**, or **75.2%**, due to a loss on revaluation of assets in 2007-08 of \$4.0 million and a reduction in the transfer and impairment losses in 2008-09 of \$0.7 million.

Future Trends

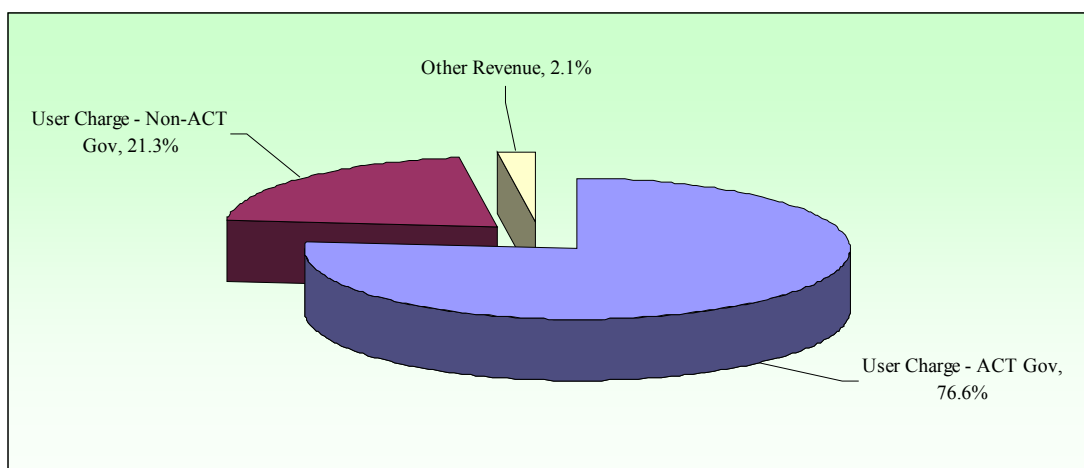
Expenditure is budgeted to increase in 2009-10 by **\$3.2 million**, or **3.2%** to accommodate rising labour cost as a result of staff number and wage increases network enhancements, increased Comcare and insurance premiums, rising costs related to bus maintenance.

Total Income

Components of Income

Figure 2 below indicates that for the financial year ended 30 June 2009, ACTION received 21.3% of its total income of **\$96.5 million** from user charges – non-ACT Government. This income largely relates to fares, charter, and bus advertising services provided to private sector clients. The remainder of ACTION's income is derived from ACT Government user charges for Community Service Obligations and other contracted sourced revenue including Special Needs Transport (76.6%) and other grant revenue relating to fuel tax credits, staff training and employment grants and gains from contributed assets (**2.1%**).

Figure 2 - Components of Income



Comparison to Budget

Revenue for the year ended 30 June 2009 was **\$96.5 million**, which was **\$4.3 million** above the 2008-09 budget of **\$92.2 million**. This result is largely due to increased funding provided by the ACT Government of **\$2.6 million** primarily to cover increased insurance premiums. Other revenue increased by **\$1.5 million** due to fuel tax credits and gains from contributed assets.

Comparison to Prior Year

Revenue in 2008-09 was **\$7.9 million**, or **8.9%**, higher than the 2007-08 reported result. The improvement was mainly due to:

- an increase in ACT Government funding of **\$6.7 million** for enhancement of the bus network and ACTION Certified Agreement salary increases;
- an increase in fares revenue of **\$0.4 million**;
- an increase in bus advertising revenue of **\$0.2 million**;
- an increase in other revenue as a result of **\$0.5 million** gains arising from contributed assets; and
- an increase in concession fares return of **\$0.5 million**.

Future Trends

Total income for 2008-09 is budgeted to increase by **\$5.1 million** or **5.6%** due to a budgeted increase in patronage resulting in increased fares revenue.

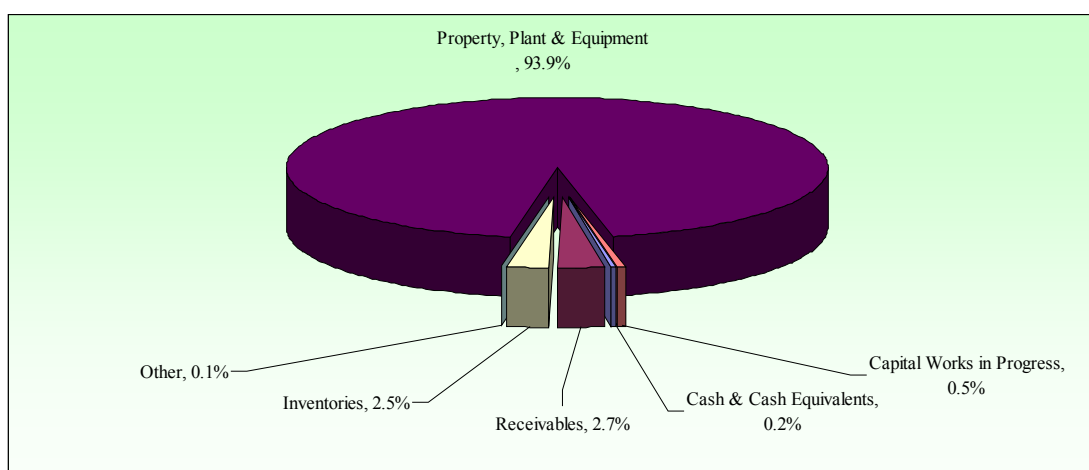
Financial Position

Total Assets

Components of Total Assets

Figure 3 below indicates that for the financial year ended 30 June 2009, property, plant and equipment accounts for 93.9% of ACTION's total asset base of **\$107.2 million**.

Figure 3 – Total Assets as at 30 June 2009



Comparison to Budget

The total asset position as at 30 June 2009 is **\$107.2 million**, **\$22.7 million** more than the 2008-09 budget of **\$84.5 million**. The increase is largely the result of an increase in value of the Belconnen and Tuggeranong depots of **\$35.8 million** due to revaluation of depots last year.

Comparison to Prior Year

ACTION's total asset position is **\$2.7 million** more than the 2007-08 result of **\$104.5 million** largely due to the delivery of 15 new buses as part of the fleet replacement program offset by annual depreciation charges.

Liquidity

'Liquidity ratio' is a measure of ACTION's ability to satisfy short-term debts as they fall due. A common indicator for liquidity is the current ratio, which compares the ability to fund short-term liabilities from short-term assets. A ratio of less than 1-to-1 may indicate a reliance on the next financial year's funding to meet short-term debts.

Table 1 indicates ACTION's liquidity position.

Table 1 – Current Ratio

	Prior Year Actual 2007-08	Current Year Budget 2008-09	Current Year Actual 2008-09
Current Assets (\$'000's)	5,385	6,906	5,976
Current Liabilities (\$'000's)	19,829	22,701	24,313
Current Ratio	0.27:1	0.30:1	0.25:1

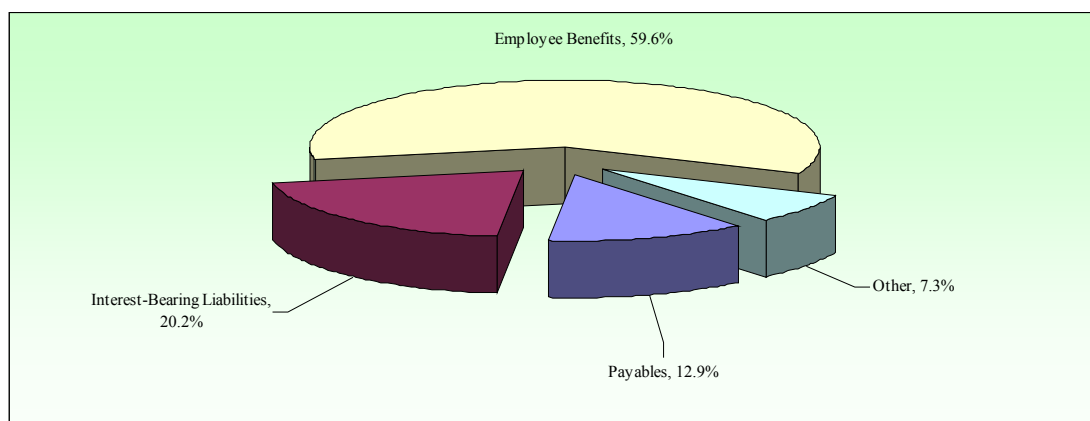
ACTION's current ratio for the financial year is **0.25 to 1**, which is a decline on the budgeted current ratio of **0.30 to 1**. This decline relates primarily to an increase in employee liability entitlements as a result of the change in accounting policy. Current employee liability entitlements include \$16.6 million of long service and annual leave, which is unlikely to be paid in any one year. ACTION's liquidity is therefore adequate to pay debts as they fall due.

Total Liabilities

Components of Total Liabilities

Figure 4 below indicates that the majority of ACTION's liabilities relate to employee benefits (**59.6%**), interest bearing liabilities (**20.2%**) and payables (**12.9%**).

Figure 4 – Total Liabilities as at 30 June 2009



Comparison to Budget

ACTION's liabilities for the year ended 30 June 2009 of **\$31.6 million**, is **\$2.8 million** greater than the 2008-09 budget of **\$28.8 million** largely due to:

- increase in employee benefits liabilities of **\$4.0 million**;

Offset by a:

- decrease in payables of **\$1.1 million**.

Comparison to Prior Year

Total liabilities are **\$4.9 million** greater than the 2007-08 actual results of **\$26.7 million** due to an increase in liabilities for employee benefits of **\$3.9 million** as a result of changes to the accounting policy regarding the recognition of leave liabilities and an increase in revenue received in advance of **\$1.0 million**.



ACT AUDITOR-GENERAL'S OFFICE



A09/12

Mr Gary Byles
Chief Executive
Department of Territory and Municipal Services
Level 5, Macarthur House
12 Wattle Street
LYNEHAM ACT 2602

Dear Mr Byles

AUDIT REPORT ON ACTION'S FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2009

The Audit Office has completed the audit of ACTION's financial report for the year ended 30 June 2009.

I am pleased to attach the audited financial report and the **unqualified** audit report.

I have provided a copy of each of these reports to the Minister for Public Transport, Mr Jon Stanhope MLA.

Thank you for the cooperation of ACTION's staff during this audit.

Yours sincerely

Tu Pham
Auditor-General
(4 September 2009)

c.c. Mr Ross Burton, Acting Director, Strategic Finance, Department of Territory and Municipal Services
Ms Liz Clarke, Business Manager, ACTION
Mr Will Laurie, Chair, Internal Audit Committee



ACT AUDITOR-GENERAL'S OFFICE



INDEPENDENT AUDIT REPORT

ACTION

To the Members of the ACT Legislative Assembly

Report on the financial report

I have audited ACTION's financial report for the year ended 30 June 2009. The financial report is comprised of the operating statement, balance sheet, statement of changes in equity, cash flow statement, departmental statement of appropriation and accompanying notes.

Responsibility for the financial report

The Chief Executive of the Department of Territory and Municipal Services is responsible for the preparation and fair presentation of the financial report in accordance with the *Financial Management Act 1996*. This includes responsibility for maintaining adequate accounting records and internal controls that are designed to prevent and detect fraud and error and for the accounting policies and estimates used in the preparation of the financial report.

The auditor's responsibility

My responsibility is to express an independent audit opinion on ACTION's financial report based on my audit as required by the *Financial Management Act 1996*.

The audit was conducted in accordance with Australian Auditing Standards to provide reasonable assurance that the financial report is free of material misstatement.

I formed the audit opinion by performing audit procedures to obtain evidence about the amounts and disclosures in the financial report. As these procedures are influenced by the use of professional judgement, selective testing of evidence supporting the amounts and other disclosures in the financial report, inherent limitations of internal control and the availability of persuasive rather than conclusive evidence, an audit cannot guarantee that all material misstatements have been detected.

Although the effectiveness of internal controls is considered when determining the nature and extent of audit procedures, the audit was not designed to provide assurance on internal controls.

The audit is not designed to provide assurance on the appropriateness of budget information included in the financial report or to evaluate the prudence of decisions made by ACTION.

Electronic presentation of the audited financial report

Those viewing an electronic presentation of this financial report should note that the audit does not provide assurance on the integrity of information presented electronically and does not provide an opinion on any other information which may have been hyperlinked to or from this report. If users of the report are concerned with the inherent risks arising from the electronic presentation of information, they are advised to refer to the printed copy of the audited financial report to confirm the accuracy of this electronically presented information.

Independence

I followed applicable independence requirements of Australian professional ethical pronouncements in conducting the audit.

Audit opinion

In my opinion, ACTION's financial report for the year ended 30 June 2009:

- (i) is presented in accordance with the *Financial Management Act 1996*, Accounting Standards and other mandatory financial reporting requirements in Australia; and
- (ii) presents fairly the financial position of ACTION as at 30 June 2009 and the results of its operations and its cash flows for the year then ended.

This audit opinion should be read in conjunction with the above information.



Tu Pham
Auditor-General
14 September 2009

ACTION
Financial Report
For the Year Ended 30 June 2009

Statement of Responsibility

In my opinion, the financial report is in agreement with ACTION's accounts and records and fairly reflects the financial operations of ACTION for the year ended 30 June 2009 and the financial position of ACTION on that date.



Gary Byles
Chief Executive
ACTION

23 July 2009

ACTION
Financial Report
For the Year Ended 30 June 2009

Statement by the Chief Finance Officer

In my opinion, the financial report has been presented in accordance with generally accepted accounting principles, and is in agreement with ACTION's accounts and records and fairly reflects the financial operations of ACTION for the year ended 30 June 2009 and the financial position of ACTION on that date.



Nick Kalogeropoulos
Chief Finance Officer
ACTION

23 July 2009

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ACTION FINANCIAL REPORT FOR YEAR ENDED 30 JUNE 2009

ACTION
Operating Statement
For the Year Ended 30 June 2009

	Note No.	Actual 2009 \$'000	Original Budget 2009 \$'000	Actual 2008 \$'000
Income				
<i>Revenue</i>				
User Charges - ACT Government	4	73,959	71,318	67,256
User Charges - Non-ACT Government	4	20,507	20,363	19,797
Other Revenue	5	1,460	494	1,534
Total Revenue		95,926	92,175	88,587
<i>Gains</i>				
Other Gains	6	576	-	-
Total Gains		576	-	-
Total Income		96,502	92,175	88,587
Expenses				
Employee Expenses	7	60,796	55,549	52,395
Superannuation Expenses	8	7,347	7,294	6,508
Supplies and Services	9	31,552	28,048	26,214
Depreciation	10	5,855	7,446	6,260
Borrowing Costs	11	749	744	815
Other Expenses	12	1,560	437	6,279
Total Expenses		107,859	99,518	98,471
Income Tax Equivalents Expense	30	-	-	-
Operating (Deficit)		(11,357)	(7,343)	(9,884)

The above Operating Statement should be read in conjunction with the accompanying notes.

ACTION
Balance Sheet
As at 30 June 2009

	Note No.	Actual 2009 \$'000	Original Budget 2009 \$'000	Actual 2008 \$'000
Current Assets				
Cash and Cash Equivalents	16	249	2,394	1,449
Receivables	17	2,929	1,858	1,711
Inventories	18	2,679	2,219	2,123
Other Assets	19	119	435	102
Total Current Assets		5,976	6,906	5,385
Non-Current Assets				
Property, Plant and Equipment	20	100,715	77,610	97,815
Capital Works in Progress	21	522	10	1,336
Total Non-Current Assets		101,237	77,620	99,151
Total Assets		107,213	84,526	104,536
Current Liabilities				
Payables	22	4,067	5,146	3,909
Interest-Bearing Liabilities	23	574	574	562
Finance Leases	23	220	9	96
Employee Benefits	24	17,153	14,364	14,463
Other Liabilities	25	2,299	2,608	799
Total Current Liabilities		24,313	22,701	19,829
Non-Current Liabilities				
Payables		-	68	-
Interest-Bearing Liabilities	23	5,504	5,504	6,078
Finance Leases	23	99	23	318
Employee Benefits	24	1,696	492	496
Total Non-Current Liabilities		7,299	6,087	6,892
Total Liabilities		31,612	28,788	26,721
Net Assets		75,601	55,738	77,815
Equity				
Contributed Equity	26	92,074	104,031	84,189
Accumulated (Deficits)	26	(58,523)	(53,293)	(47,166)
Asset Revaluation Reserve	26	42,050	5,000	40,792
Total Equity		75,601	55,738	77,815

The above Balance Sheet should be read in conjunction with the accompanying notes.

ACTION
Cash Flow Statement
For the Year Ended 30 June 2009

	Note No.	Actual 2009 \$'000	Original Budget 2009 \$'000	Actual 2008 \$'000
Cash Flows from Operating Activities				
Receipts				
User Charges - ACT Government		73,927	71,318	66,815
User Charges - Non-ACT Government		20,126	20,363	20,092
Commonwealth Government Grants		1,411	494	1,515
Goods and Services Tax Input Tax Credits from Australian Taxation Office		2,166	2,182	3,140
Goods and Services Tax Collected from Customers		4,341	1,980	2,033
Total Receipts from Operating Activities		101,971	96,337	93,595
Payments				
Employee		57,044	55,115	51,301
Superannuation		7,346	6,904	6,508
Supplies and Services		32,098	28,438	26,771
Borrowing Costs		749	744	816
Goods and Services Tax Paid to Suppliers		4,319	1,993	3,077
Other		2,218	2,267	2,196
Total Payments from Operating Activities		103,774	95,461	90,669
Net Cash (Outflows)/Inflows from Operating Activities	31	(1,803)	876	2,926
Cash Flows from Investing Activities				
Receipts				
Proceeds from Sale of Property, Plant and Equipment		15	-	-
Total Receipts from Investing Activities		15	-	-
Payments				
Purchase of Property, Plant and Equipment		7,150	18,350	3,619
Total Payments from Investing Activities		7,150	18,350	3,619
Net Cash (Outflows) from Investing Activities		(7,135)	(18,350)	(3,619)
Cash Flows from Financing Activities				
Receipts				
Advances		510	-	-
Capital Injections		7,885	18,350	3,685
Total Receipts from Financing Activities		8,395	18,350	3,685
Payments				
Repayment of Advances		-	-	2,000
Repayment of Borrowings		562	562	550
Repayment of Finance Leases		95	50	690
Total Payments from Financing Activities		657	612	3,240
Net Cash Inflows from Financing Activities		7,738	17,738	445
Net (Decrease)/Increase in Cash Held		(1,200)	264	(248)
Cash and Cash Equivalents at the Beginning of the Reporting Period		1,449	2,130	1,697
Cash and Cash Equivalents at the End of the Reporting Period	31	249	2,394	1,449

The above Cash Flow Statement should be read in conjunction with the accompanying notes.

ACTION
Statement of Changes in Equity
For the Year Ended 30 June 2009

	Note No.	Actual 2009 \$'000	Original Budget 2009 \$'000	Actual 2008 \$'000
Total Equity at the Beginning of the Reporting Period		77,815	44,731	48,222
<i>Accumulated (Deficits)</i>				
Operating (Deficit)	26	(11,357)	(7,343)	(9,884)
<i>Reserves</i>				
Increase in the Asset Revaluation Reserve	26	1,258	-	35,792
Total Income and Expense Recognised Directly in Equity for the Reporting Period		(10,099)	(7,343)	25,908
Transactions Involving Equity Holders Affecting Accumulated Funds				
Capital Injections	26	7,885	18,350	3,685
Total Equity at the End of the Reporting Period		75,601	55,738	77,815

The above Statement of Changes in Equity should be read in conjunction with the accompanying notes.

ACTION
Departmental Statement of Appropriation
For the Year Ended 30 June 2009

	Original Budget	Total Appropriated	Appropriation Drawn	Appropriation Drawn
	2009 \$'000	2009 \$'000	2009 \$'000	2008 \$'000
Departmental				
Capital Injections	18,350	7,885	7,885	3,685
Total Departmental Appropriation	18,350	7,885	7,885	3,685

The above Departmental Statement of Appropriation should be read in conjunction with the accompanying notes.

Column Heading Explanations

The *Original Budget* column shows the amounts that appear in the Cash Flow Statement in the Budget Papers. This amount also appears in this financial report, in the Cash Flow Statement of the Department.

The *Total Appropriated* column is inclusive of all appropriation variations occurring after the Original Budget.

The *Appropriation Drawn* column is the total amount of appropriation received by the Department during the year. These amounts appear in this financial report, in the Cash Flow Statement of the Department.

Variances between 'Original Budget' and 'Total Appropriated'

The capital injection in 'Original Budget' was provided for the purchase of 100 buses over a three year period. There was a delay in the contract negotiations which has resulted in bus delivery and expenditure being deferred to the first half of 2009-10.

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ACTION

Notes to and Forming Part of the Financial Report For the Year Ended 30 June 2009

NOTE 1 OBJECTIVES OF ACTION

Legal Form and Principal Place of Business

The Australian Capital Territory Internal Omnibus Network (ACTION) is a commercial operation under the Enterprise Services Network Division of the Department of Territory and Municipal Services. ACTION continues as a separate reporting entity with its own financial information and strategic and accountability measures.

The principal place of business is located at North Building, London Circuit, in the Australian Capital Territory (ACT).

Operations and Principal Activities

Public transport in the ACT is provided by ACTION and includes the following services:

- a public bus and school services network providing a range of express and route options to and from all suburbs;
- a special needs transport service that is a door to door service for disadvantaged people in our community; and
- a charter bus service provided at commercial rates.

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) Basis of Accounting

The *Financial Management Act 1996* (FMA) requires the preparation of annual financial statements (financial report) for ACT Government Departments.

The FMA and the *Financial Management Guidelines* issued under the Act, requires a Department's financial statements (financial report) to include:

- (i) an Operating Statement for the year;
- (ii) a Balance Sheet at the end of the year;
- (iii) a Statement of Changes in Equity for the year;
- (iv) a Cash Flow Statement for the year;
- (v) a Statement of Appropriation for the year;
- (vi) a summary of significant accounting policies adopted for the year; and
- (vii) such other statements as are necessary to fairly reflect the financial operations of the Department during the year and its financial position at the end of the year.

This general-purpose financial report has been prepared to comply with 'Generally Accepted Accounting Principles' (GAAP) as required by the FMA. This financial report has been prepared in accordance with:

- (i) Australian Equivalents to International Financial Reporting Standards (AIFRS), comprising accounting standards and Accounting Interpretations issued by the Australian Accounting Standards Board and the former Urgent Issues Group; and
- (ii) ACT Accounting Policies.

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) Basis of Accounting - Continued

The financial report has been prepared using the accrual basis of accounting, which recognises the effects of transactions and events as they occur. The financial report has been also prepared according to the historical cost convention, except for assets that were valued in accordance with the (re)/valuation policies applicable to the ACTION during the reporting period.

This financial report is presented in Australian dollars, which is ACTION's functional currency.

ACTION is an individual reporting entity.

(b) The Reporting Period

This financial report states the financial performance, changes in equity and cash flows of ACTION for the year ending 30 June 2009 together with the financial position of ACTION as at 30 June 2009.

(c) Comparative Figures

Budget Figures

To facilitate a comparison with the Budget Papers, as required by the *Financial Management Act 1996*, budget information for 2008-09 has been presented in the financial report. Budget numbers in the financial report are the original budget numbers that appear in the Budget Papers.

Prior Year Comparatives

Comparative information has been disclosed in respect of the previous period for amounts reported in the financial report, except where an Australian Accounting Standard does not require comparative information to be disclosed.

Where the presentation or classification of items in the financial report is amended, the comparative amounts have been reclassified where practical. Where a reclassification has occurred, the nature, amount and reason for reclassification is provided.

(d) Rounding

All amounts in the financial report have been rounded to the nearest thousand dollars (\$'000). Use of "-" represents zero amounts or amounts rounded down to zero.

(e) Revenue Recognition

Revenue is recognised at the fair value of the consideration received or receivable in the Operating Statement. All revenue is recognised to the extent that it is probable that the economic benefits will flow to ACTION and the revenue can be reliably measured. In addition, the following recognition criteria must also be met before revenue is recognised.

Rendering of Services

Revenue from the rendering of services is recognised when the stage of completion of the transaction at the reporting date can be measured reliably and the costs of rendering those services can be measured reliably.

Sale of Goods

Revenue from the sale of goods is recognised as revenue when the significant risks and rewards of ownership of the goods has transferred to the buyer. ACTION retains neither continuing managerial involvement nor effective control over the goods sold and the costs incurred in respect of the transaction can be measured reliably.

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES - CONTINUED

(f) Repairs and Maintenance

ACTION undertakes cyclical maintenance on its buildings, plant and equipment. Where the maintenance leads to an upgrade of the asset and increases the service potential of the existing buildings or plant and equipment, the cost is capitalised. Maintenance expenses which do not increase the service potential of the asset are expensed.

(g) Borrowing Costs

Borrowing costs are expensed in the period in which they are incurred.

(h) Waivers of Debt

Debts that are waived under s131 of the *Financial Management Act 1996* are expensed during the year in which the right to payment was waived. Further details of waivers are disclosed at Note 13: 'Waivers, Impairment Losses and Write-Offs'.

(i) Current and Non-Current Items

Assets and liabilities are classified as current or non-current in the Balance Sheet and in the relevant notes. Assets are classified as current where they are expected to be realised within 12 months after the reporting date. Liabilities are classified as current when they are due to be settled within 12 months after the reporting date or ACTION does not have an unconditional right to defer settlement of the liability for at least 12 months after the reporting date.

Assets or liabilities which do not fall within the current classification are classified as non-current.

(j) Impairment of Assets

ACTION assesses, at each reporting date, whether there is any indication that an asset may be impaired. Assets are also reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable.

Any resulting impairment losses, for land and buildings, buses and plant and equipment, are recognised as a decrease to the Asset Revaluation Reserve relating to these classes of assets. Where the impairment loss is greater than the balance in the Asset Revaluation Reserve for the relevant class of asset, the difference is expensed in the Operating Statement. Impairment losses for plant and equipment are recognised in the Operating Statement as plant and equipment are carried at cost, and does not have an asset revaluation reserve attached to it. Also, the carrying amount of the asset is reduced to its recoverable amount.

An impairment loss is the amount by which the carrying amount of an asset (or a cash-generating unit) exceeds its recoverable amount. The recoverable amount is the higher of 'fair value less cost to sell' and its 'value in use'. An asset's 'value in use' is its depreciated replacement cost, where the asset would be replaced if ACTION were deprived of it. Non-financial assets that have previously been impaired are reviewed for possible reversal of impairment at each reporting date.

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES - CONTINUED

(k) Cash and Cash Equivalents

For the purposes of the Cash Flow Statement and the Balance Sheet, cash includes cash at bank and cash on hand. Cash equivalents are short-term, highly liquid investments that are readily convertible to known amounts of cash and are subject to an insignificant risk of change in value. Bank overdrafts are included in cash and cash equivalents in the cash flow statement but not in the cash and cash equivalents line on the Balance Sheet.

(l) Receivables

Accounts receivables (including trade receivables and other trade receivables) are initially recognised at fair value and are subsequently measured at amortised cost, with any adjustments to the carrying amount being recorded in the Operating Statement.

Trade receivables arise in the normal course of selling goods and services to other agencies and the public. Trade receivables are payable within 30 days after the issue of an invoice or the goods/services have been provided under a contractual arrangement.

Other trade receivables arise outside the normal course of selling goods and services to other agencies and to the public. Other trade receivables are payable within 30 days after the issue of an invoice or the goods/services have been provided under a contractual arrangement.

ACTION has the capacity to enter into contractual arrangements with some customers allowing it to charge interest at commercial rates where payment is not received within 60 days after the amount falls due, until the whole of the debt is paid.

The ability to collect receivables is reviewed on an on-going basis. Receivables that are unable to be collected are written off.

The allowance for impairment losses represents the amount of trade receivables and other trade receivables ACTION estimates will not be repaid. The allowance for impairment losses is based on objective evidence and a review of overdue balances. ACTION considers the following is objective evidence of impairment:

- a) becoming aware of financial difficulties of debtors;
- b) default payments; or
- c) debts more than 90 days overdue.

The amount of the allowance is the difference between the asset's carrying amount and the present value of the estimated future cash flows, discounted at the effective interest rate. Cash flows relating to short-term receivables are not discounted if the effect of discounting is immaterial. The amount of the allowance is recognised in the Operating Statement. The allowance for impairment losses are written-back against the receivables account when ACTION ceases action to collect the debt as it considers that it will cost more to recover the debt than the debt is worth.

Receivables that have been renegotiated because they are past due or impaired are accounted for based on the renegotiated terms.

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES - CONTINUED

(m) Inventories

Inventories are stated at the lower of cost and net realisable value. Cost comprises the purchase price of inventories as well as handling and other costs directly attributable to the acquisition of inventories. Trade discounts, rebates and other similar items are deducted in determining the cost of purchase. The inventory cost is assigned using the weighted average method.

(n) Acquisition and Recognition of Property, Plant and Equipment

Property, plant and equipment is initially recorded at cost. Cost includes the purchase price, directly attributable costs and the estimated cost of dismantling and removing the item (where, upon acquisition, there is a present obligation to remove the item).

Where property, plant and equipment is acquired at no cost or minimal cost, cost is its fair value as at the date of acquisition. However, property, plant and equipment acquired at no cost or minimal cost as part of Restructuring of Administrative Arrangements is measured at the transferor's book value.

Where payment for the property, plant and equipment is deferred beyond normal credit terms, the difference between its cash price equivalent and the total payment is measured as interest over the period of credit. The discount rate used to calculate the cash price equivalent is an asset specific rate.

Property, plant and equipment with a minimum value of \$5,000 is capitalised.

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES - CONTINUED

(o) Measurement of Property, Plant and Equipment After Initial Recognition

Property, plant and equipment is valued using the cost or revaluation model of valuation. All land, buildings buses and plant and equipment are measured at fair value.

Fair value is the amount for which an asset could be exchanged between knowledgeable willing parties in an arm's length transaction. Fair value is measured using market based evidence available for that asset (or a similar asset), as this is the best evidence of an asset's fair value. Where the market price for an asset cannot be obtained because the asset is specialised and is rarely sold, depreciated replacement cost is used as fair value.

Fair value for land and buildings is measured using current prices in a market for similar properties in a similar location and condition.

Land, buildings and buses are revalued every 3 years. However, if at any time management considers that the carrying amount of an asset materially differs from its fair value then the asset's values are updated regardless of when the last valuation took place. Any accumulated depreciation relating to buildings at the date of revaluation is written back against the gross carrying amount of the asset and the net amount is restated to the revalued amount of the asset.

The valuation approach taken to determine the fair value of buses is based on there being a market for second-hand buses. A sales-comparison valuation approach has been adopted for all buses with the exception Compressed Natural Gas (CNG) buses. In respect to the CNG buses, there is an absence of secondary sales for such buses, and therefore these buses have been valued using the depreciated replacement cost method of valuation.

Plant and Equipment is revalued every 3 years.

ACTION

Notes to and Forming Part of the Financial Report

For the Year Ended 30 June 2009

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES - CONTINUED

(p) Depreciation and Amortisation of Non-Current Assets

Non-current assets, with a limited useful life, are systematically depreciated over their useful lives in a manner that reflects the consumption of their service potential. The useful life commences when an asset is ready for use. When an asset is revalued, it is depreciated over its newly assessed remaining useful life. Land assets have an unlimited useful life and are therefore not depreciated.

Motor vehicles under a finance lease are depreciated over the estimated useful life of each asset, or the unexpired period of the relevant lease, whichever is shorter.

Depreciation for non-current assets is determined as follows:

Class of Asset	Depreciation	Useful Life (Years)
Buildings	Straight Line	18-35
Buses	Straight Line	15-20
Plant and Equipment	Straight Line	10-20
Vehicles under a Finance Lease	Straight Line	2-20

The useful lives of all major assets held by ACTION are reassessed on an annual basis.

(q) Payables

Payables are a financial liability and are measured at the fair value of the consideration received when initially recognised and at amortised cost subsequent to initial recognition, with any adjustments to the carrying amount being recorded in the Operating Statement. All amounts are normally settled within 30 days after the invoice date.

Payables include Trade Payables, Accrued Expenses and Other Payables.

Trade Payables represent the amounts owing for goods and services received prior to the end of the reporting period and unpaid at the end of the reporting period and relating to the normal operations of ACTION.

Accrued Expenses represent the amounts owing for goods and services provided by other parties during the period that are unpaid at the end of the reporting period and where an invoice has not been received by period end.

Other Payables are those unpaid invoices that do not directly relate to the normal operations of ACTION.

(r) Interest-Bearing Liabilities

Interest-bearing liabilities are financial liabilities. They are measured at amortised cost with any adjustments to the carrying amount recorded in the Operating Statement. The associated interest expense is recognised in the reporting period in which it occurs.

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES - CONTINUED

(s) Leases

ACTION has entered into finance leases and operating leases.

Finance Leases

Finance leases effectively transfer to ACTION substantially all risks and rewards incidental to ownership of the assets under a finance lease. The title may or may not eventually be transferred. Finance leases are initially recognised as an asset and a liability at the lower of the fair value of the asset and the present value of the minimum lease payments with each being determined at the inception of the lease. The discount rate used to calculate the present value of the minimum lease payments is the interest rate implicit in the lease. Assets under a finance lease are depreciated over the shorter of the asset's useful life and lease term. Each lease payment is allocated between interest expense and reduction of the lease liability. Lease liabilities are classified as current and non-current.

Operating Leases

Operating leases do not effectively transfer to ACTION substantially all the risks and rewards incidental to ownership of the asset under an operating lease. Operating lease payments are recorded as an expense in the Operating Statement on a straight-line basis over the term of the lease.

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 2 SUMMARY OF SIGNIFICANT POLICIES - CONTINUED

(t) Employee Benefits

Employee benefits include wages and salaries, annual leave, long service leave and applicable on-costs. On-costs include annual leave, long service leave, superannuation and other costs that are incurred when employees take annual and long service leave. These benefits accrue as a result of services provided by employees up to the reporting date that remain unpaid. They are recorded as a liability and as an expense.

Wages and Salaries

Accrued wages and salaries are measured at the amount that remains unpaid to employees at the end of the reporting period.

Annual Leave and Long Service Leave

Annual leave and long service leave that falls due wholly within the next 12 months is measured based on the estimated amount of remuneration payable when the leave is taken. Annual and long service leave including applicable on-costs that do not fall due within the next 12 months is measured at the present value of estimated future payments to be made in respect of services provided by employees up to the reporting date. Consideration is given to the future wage and salary levels, experience of employee departures and periods of service. At each reporting date, the estimated future payments are discounted using market yields on Commonwealth Government bonds with terms to maturity that match, as closely as possible, the estimated future cash flows. In 2008-09, the discount factor used to calculate the present value of these future payments is 90.5% (95% in 2007-08).

The long service leave liability is estimated with reference to the minimum period of qualifying service. For employees with less than the required minimum period of 7 years qualifying service, the probability that employees will reach the required minimum period has been taken into account in estimating the provision for long service leave and the applicable on-costs.

The provision for annual leave and long service leave includes estimated on-costs. As these on-costs only become payable if the employee takes annual and long service leave while in-service, the probability that employees will take annual and long service leave while in service has been taken into account in estimating the liability for on-costs.

Annual leave and long service leave liabilities are classified as current liabilities in the Balance Sheet where there are no unconditional rights to defer the settlement of the liability for at least 12 months. However, where there is an unconditional right to defer settlement of the liability for at least 12 months, long service leave has been classified as a non-current liability in the Balance Sheet.

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES - CONTINUED

(u) Superannuation

Superannuation payments are made to the Territory Banking Account each year, to cover ACTION's superannuation liability for the Commonwealth Superannuation Scheme (CSS) and the Public Sector Superannuation Scheme (PSS). This payment covers the CSS/PSS employer contributions but does not include the productivity component. The productivity component is paid directly to ComSuper by ACTION. The CSS and PSS are defined benefit superannuation plans meaning that the defined benefits received by employees are based on the employee's years of service and average final salary.

Superannuation payments have also been made directly to superannuation funds for those members of the Public Sector who are part of superannuation accumulation schemes. This includes the Public Sector Superannuation Scheme Accumulation Plan (PSSAP) and schemes of employee choice.

Superannuation employer contribution payments, for CSS and PSS, are calculated by taking the salary level at an employee's anniversary date and multiplying it by the actuarially assessed nominal CSS or PSS employer contribution rate for each employee. The productivity component payments are calculated by taking the salary level, at an employee's anniversary and multiplying it by the employer contribution rate (approximately 3%) for each ACTION employee. Superannuation payments for PSSAP are calculated by taking the salary level, at an employee's anniversary date, and multiplying it by the appropriate employer contribution rate. Superannuation payments for fund of choice arrangements are calculated by taking an employee's salary each pay and multiplying it by the appropriate employer contribution rate.

A superannuation liability is not recognised in the Balance Sheet of ACTION as the Superannuation Provision Account recognises the total Territory superannuation liability for the CSS and PSS, and ComSuper, and the external schemes recognise the superannuation liability for the PSSAP and other schemes respectively.

The ACT Government is liable for the reimbursement of the emerging costs of benefits paid each year to members of the CSS and PSS in respect of the ACT Government service provided after 1 July 1989. These reimbursement payments are made from the Superannuation Provision Account.

(v) Equity Contributed by the ACT Government

Contributions made by the ACT Government through its role as owner of ACTION, are treated as contributions of equity.

(w) Insurance

Major risks are insured through the ACT Insurance Authority. The excess payable, under this arrangement, varies depending on each class of insurance held.

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES - CONTINUED

(x) Income Tax Equivalents

ACTION falls within the 'National Tax Equivalents Regime' and is required to calculate income tax in accordance with the *Income Tax Assessment Act 1977* and to account for the resulting amounts under the requirements of Accounting Standard AASB 112: 'Income Taxes'. ACTION has significant carry forward tax losses that are unlikely to be recovered in the future.

The charge for the current income tax equivalents expense is based on the surplus/(deficit) for the year adjusted for any non-assessable or disallowed items. It is calculated using the tax rates that have been enacted or are substantially enacted by the balance date.

Deferred tax is accounted for using the balance sheet liability method in respect of temporary differences arising between the tax bases of assets and liabilities and their carrying amounts in the financial report. No deferred income tax will be recognised from the initial recognition of an asset or liability, excluding a business combination, where there is no effect on accounting or taxable surplus or deficit.

Deferred tax is calculated at the tax rates that are expected to apply to the period when the asset is realised or the liability is settled. Deferred tax is credited in the Operating Statement except where it relates to items that may be credited directly to equity, in which case the deferred tax is adjusted directly against equity.

Deferred income tax assets are recognised to the extent that it is probable that future tax profits will be available against which deductible temporary differences can be utilised.

The amount of benefits brought to account or which may be realised in the future is based on the assumption that no adverse change will occur in income taxation legislation and the anticipation that the economic entity will derive sufficient future assessable income to enable the benefit to be realised and comply with the conditions of deductibility imposed by law.

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES - CONTINUED

(y) Significant Accounting Judgements and Estimates

In the process of applying the accounting policies listed on this note, ACTION has made the following judgements and estimates that have the most significant impact on the amounts recorded in the financial report:

Fair Value of Land and Buildings: ACTION has made a significant judgement regarding the fair value of its land and buildings. Land and buildings have been recorded at the market value of similar properties as determined by an independent valuer. In some circumstances, buildings that are purpose built may in fact realise more or less in the market.

Fair Value of Buses: ACTION has made a significant judgement regarding the fair value of its buses. The valuation approach taken is based on there being a market for second-hand buses. A sales comparison valuation approach has been adopted for all buses with the exception of some very new buses, being the Scania CNG buses. In this situation, as there was an absence of evidence of secondary sales data, comparable evidence of diesel sales trends of similar aged units have been used to assess fair value. Buses have been recorded at the fair value as determined by an independent valuer.

Fair Value of Plant and Equipment: ACTION has made a significant judgement regarding the fair value of its plant and equipment. Plant and equipment has been recorded at the market value of similar items as determined by an independent valuer.

Employee Benefits: Significant judgements have been applied in estimating the liability for employee benefits. The estimated liability for employee benefits requires a consideration of the future wage and salary levels, experience of employee departures and periods of service. The estimate also includes an assessment of the probability that employees will meet the minimum service period required to qualify for long service leave and that on-costs will become payable. Further information on this estimate is provided in Note 2(t) Employee Benefits and Note 3 Change in Accounting Estimates.

Estimation of Useful Lives of Property, Plant and Equipment: ACTION has made a significant estimate in determining the useful lives of its property, plant and equipment. The estimation of useful lives of property, plant and equipment has been based on the historical experience of similar assets and in some cases has been based on valuations provided by the valuers. The useful lives are based on an annual basis and any adjustments are made when considered necessary.

Further disclosure concerning an asset's useful life can be found at Note 2 (p): Depreciation and Amortisation of Non-Current Assets.

Contingent Liabilities: ACTION has made a significant judgement in disclosing the contingent liabilities amount based on an estimation provided by the ACT Government Solicitor. The ACT Government Solicitor's estimation of contingent liability is an estimate of the Territory's likely liability for legal claims against ACTION.

Allowance for Impairment of Receivables: ACTION has made a significant judgement in estimating the allowance for impairment of receivables. The allowance is based on reviews of overdue receivable balances and the amount of the allowance is recognised in the Operating Statement. Further details on the calculation of this estimate are outlined in Note 2 (l): Receivables.

Impairment of Assets: ACTION has made a judgement regarding its impairment of assets by undertaking a process of reviewing any likely impairment factors. ACTION has made an assessment of any indication of impairment by completing an impairment checklist. This process has revealed that no likely impairment factors exist in ACTION.

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

**NOTE 3 CHANGE IN ACCOUNTING ESTIMATES AND IMPACT OF
ACCOUNTING STANDARDS ISSUED BUT YET TO BE APPLIED**

Change in Accounting Policy

Fair Value

As a result of the move towards Generally Accepted Accounting Practice / Government Finance Statistics (GAAP/GFS) harmonisation, and the introduction of AASB 1049: 'Whole of Government and General Government Sector Financial Reporting', the ACT Government is moving to report all of its property, plant and equipment assets at fair value for the whole-of-government and the general government sector financial reports by 30 June 2009.

ACTION has now changed its accounting policies to enable full compliance with this requirement as at 30 June 2009. During 2008-09, ACTION changed its accounting policy for the valuation of plant and equipment previously measured at cost now being measured at fair value. This change in accounting policy has resulted in an increase to the value of plant and equipment by \$1.258m. Comparative figures for 2007-08 have not been restated to reflect this policy change as it is not practical to determine what the retrospective fair value of these assets would have been at the end of the previous period.

Change in Accounting Estimate

Revision of the Methodology used to Estimate the Liability for Employee Benefits

This year, the Department of Treasury engaged an actuary to review the methodology used by ACT Government agencies to estimate annual and long service leave liabilities. Following this review, this methodology was revised as follows:

- As disclosed in Note 2(t) Employee Benefits, the estimated future payments for annual and long service leave (including applicable on-costs) that do not fall due within the next 12 months are measured at present value.
- The estimated future payments are discounted using market yields on Commonwealth Government bonds at the reporting date with terms to maturity that match, as closely as possible, the estimated future cash flows. The rate used to calculate the present value of these estimated future payments has been revised from 95% to 90.5% mainly due to a change in the long term yields from Commonwealth Government bonds. The revision to the discount rate has resulted in a decrease to the liability for employee benefits and the related expense.
- As disclosed in Note 2(t) Employee Benefits, the long service leave liability is estimated with reference to the minimum period of qualifying service. For employees with less than the minimum period of 7 years required qualifying service, the probability that employees will reach the minimum period of qualifying service has been taken into account in estimating the provision for long service leave and the related on-costs.

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

**NOTE 3 CHANGE IN ACCOUNTING ESTIMATES AND IMPACT OF
ACCOUNTING STANDARDS ISSUED BUT YET TO BE APPLIED -
CONTINUED**

Change in Accounting Estimate - Continued

In previous reporting periods, under the methodology used by ACT Government agencies, this liability was estimated by recognising a 100% liability for employees with 5 or more years of service and 0% for employees with less than 5 years of service. This methodology has been replaced by another methodology, whereby the probability that an employee will reach the minimum service period of seven years is estimated for each completed year of service. The use of this revised methodology has resulted in an increase to the liability for employee benefits and the related expense.

- As disclosed in Note 2(t) Employee Benefits, employee benefits include wages and salaries, annual leave, long service leave and applicable on-costs.

In previous reporting periods, all applicable on-costs were not included in the estimated annual and long service leave liabilities due to an omission. The inclusion of these on-costs in the current reporting period has resulted in an increase to the liability for employee benefits and the related expense.

The above revisions and corrections to the liability for employee benefits has resulted in an increase in the estimate of employee benefits and the related expense of \$2.797m in the current reporting period.

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

**NOTE 3 CHANGE IN ACCOUNTING ESTIMATES AND IMPACT OF
ACCOUNTING STANDARDS ISSUED BUT YET TO BE APPLIED-
CONTINUED**

Impact of Accounting Standards Issued but yet to be Applied

The following new and revised accounting standards and interpretations have been issued by the Australian Accounting Standards Board but do not apply to the current reporting period. These standards and interpretations are applicable to future reporting periods. ACTION does not intend to adopt these standards and interpretations early. It is estimated that the effect of adopting the following pronouncements, when applicable, will have no material financial impact on ACTION in future reporting periods:

- AASB 3 Business Combinations (application date 1 July 2009);
- AASB 8 Operating Segments (application date 1 January 2009);
- AASB 101 Presentation of Financial Statements (application date 1 January 2009);
- AASB 123 Borrowing Costs (application date 1 January 2009);
- AASB 127 Consolidated and Separate Financial Statements (application date 1 July 2009);
- AASB 1039 Concise Financial Reports (application date 1 January 2009);
- AASB 2007-3 Amendments to Australian Accounting Standards arising from AASB 8 [AASB 5, AASB 6, AASB 102, AASB 107, AASB 119, AASB 127, AASB 134, AASB 136, AASB 1023 and AASB 1038] (application date 1 January 2009);
- AASB 2007-6 Amendments to Australian Accounting Standards arising from AASB 123 [AASB 1, AASB 101, AASB 107, AASB 111, AASB 116 & AASB 138 and Interpretations 1 & 12] (application date 1 January 2009);
- AASB 2007-8 Amendments to Australian Accounting Standards arising from AASB 101 (application date 1 January 2009);
- AASB 2007-10 Further Amendments to Australian Accounting Standards arising from AASB 101 (application date 1 January 2009);
- AASB 2008-1 Amendments to Australian Accounting Standard - Share-based Payments: Vesting Conditions and Cancellations [AASB 2] (application date 1 January 2009);
- AASB 2008-2 Amendments to Australian Accounting Standards – Puttable Financial Instruments and Obligations arising on Liquidation [AASB 7, AASB 101, AASB 132, AASB 139 and Interpretation 2] (application date 1 January 2009);
- AASB 2008-3 Amendments to Australian Accounting Standards arising from AASB 3 and AASB 127 [AASBs 1, 2, 4, 5, 7, 101, 107, 112, 114, 116, 121, 128, 131, 132, 133, 134, 136, 137, 138, 139 and Interpretations 9 and 107] (application date 1 July 2009);
- AASB 2008-5 Amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 5, 7, 101, 102, 107, 108, 110, 116, 118, 119, 120, 123, 127, 128, 129, 131, 132, 134, 136, 138, 139, 140, 141, 1023 and 1038] (application date 1 January 2009);
- AASB 2008-6 Further Amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 1 and AASB 5] (application date 1 July 2009);
- AASB 2008-7 Amendments to Australian Accounting Standards – Cost of an Investment in a Subsidiary, Jointly Controlled Entity or Associate [AASB 1, AASB 118, AASB 121, AASB 127 & AASB 136] (application date 1 January 2009);
- Int 15 Agreements for the Construction of Real Estate [AASB 118] (application date 1 January 2009);

ACTION
Notes to and Forming Part of the Financial Report
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NOTE 3 CHANGE IN ACCOUNTING ESTIMATES AND IMPACT OF
ACCOUNTING STANDARDS ISSUED BUT YET TO BE APPLIED -
CONTINUED

- AASB 2008-8 Amendments to Australian Accounting Standards - Eligible Hedged Items [AASB 139] (application date 1 July 2009);
- AASB 2008-9 Amendments to AASB 1049 for Consistency with AASB 101 (application date 1 January 2009);
- AASB 2008-11 Amendments to Australian Accounting Standard -- Business Combinations Among Not-for-Profit Entities [AASB 3] (application date 1 July 2009); and
- AASB 2008-13 Amendments to Australian Accounting Standards arising from AASB Interpretation 17 – Distributions of Non-cash Assets to Owners [AASB 5 & AASB 110] (application date 1 July 2009).

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 4 USER CHARGES

User Charges - ACT-Government revenue is derived from the provision of a bus service to the community as a whole. ACTION receives ACT Government appropriations funded through the Department of Territory and Municipal Services, Concessional travel payments through the Department of Disability, Housing and Community Services and Special Needs transport funding through the Department of Education and Training.

User Charges - Non-ACT Government revenue is derived from sources including fare revenue, charter services, advertising and other commercial arrangements.

	2009 \$'000	2008 \$'000
Revenue		
User Charges – ACT Government		
Service Payments from the General Government Sector	66,210	59,740
Concessional Travel Payments	6,170	5,705
Special Needs Transport	1,579	1,811
Total User Charges – ACT Government	<u>73,959</u>	<u>67,256</u>
User Charges – Non-ACT Government		
Fares ^a	19,338	18,948
Charter	674	574
Advertising	471	232
Other	24	43
Total User Charges - Non-ACT Government	<u>20,507</u>	<u>19,797</u>
Total User Charges for Goods and Services	<u>94,466</u>	<u>87,053</u>

^aThis increase is due to additional adult patronage.

NOTE 5 OTHER REVENUE

Revenue from Other Sources

Grants Received from the Commonwealth ^a	1,460	1,534
Total Other Revenue	<u>1,460</u>	<u>1,534</u>

^aCommonwealth Grants comprise Fuel Tax Credits and Training and Indigenous Employment Grants.

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

	2009 \$'000	2008 \$'000
NOTE 6 GAINS		
Other Gains		
Gains from First Time Recognition of Assets ^a	576	-
Total Gains	<u>576</u>	<u>-</u>

^aIn 2008-09, ACTION performed an independent valuation of its plant and equipment. During the inspection and valuation, previously unrecorded assets were located and valued, giving rise to a gain from first time recognition of assets.

NOTE 7 EMPLOYEE EXPENSES

Wages and Salaries	44,700	40,404
Annual Leave Expense ^a	5,045	3,671
Long Service Leave Expense ^b	3,331	1,829
Termination Expense	34	218
Comcare Premium	3,780	2,754
Payroll Tax	3,906	3,519
Total Employee Expenses	<u>60,796</u>	<u>52,395</u>

^a The increase in the annual leave expense is due largely to the inclusion of on-costs in the estimate of the Annual Leave liability. Refer to Note 3: Change in Accounting Estimates and Impact of Accounting Standards Issued but Yet to be Applied for further details on this change.

^b The increase in the Long Service Leave expense is due largely to the change in the methodology used to estimate the Long Service Leave liability. Refer to Note 3: Change in Accounting Estimates and Accounting Standards Issued but Yet to be Applied for further details on this change.

NOTE 8 SUPERANNUATION EXPENSES

ACTION makes payments on a fortnightly basis to the Territory Banking Account for its portion of the Territory's CSS and PSS superannuation liability. The productivity benefit for these schemes is paid directly to Comsuper.

Superannuation payments have been made direct to Comsuper to cover the superannuation liability for employees that are in the new Public Sector Superannuation Scheme Accumulation Plan (PSSAP).

Superannuation expense payments are also made to external providers as part of the new employee fund of choice, and to employment agencies for the superannuation contribution ACTION is required to make for the contract staff it employs.

Superannuation Contributions to Territory Banking Account ^a	5,342	5,035
Productivity Benefit	957	921
Superannuation Payment to ComSuper (for the PSSAP)	203	167
Superannuation to External Providers	845	385
Total Superannuation Expenses	<u>7,347</u>	<u>6,508</u>

^aThis increase is due to additional employees.

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 9 SUPPLIES AND SERVICES	2009	2008
	\$'000	\$'000
(i) Administrative Expenses		
Systems and Computing Costs ^a	2,206	516
Insurance ^b	4,141	1,808
Repairs and Maintenance ^c	712	1,138
Utility Charges	429	506
Communications	265	246
Staff Development	463	416
Contractors and Consultants ^d	3,081	2,644
Support Vehicles and Fuel Charges	591	412
Security Expenses	400	397
Printing and Stationery	133	181
Other	876	619
Total Administrative Expenses	13,297	8,883

^aSystems and computing costs mainly increased due to one-off bus communications costs and other software purchases

^bInsurance increase was due to the Public Liability premium.

^cRepairs and maintenance decreased in 2008-09 and was due to one-off works carried out during 2007-08 on the bus depots.

^dThe increase in contractors and consultants in 2008-09 was due to the additional usage of customer service personnel at the bus interchanges.

(ii) Operating Expenses

Bus Running Expenses	10,719	11,097
Bus Maintenance Expenses ^a	5,303	4,271
Advertising, Promotions and Agents Commissions	1,480	1,278
Accident Damage	149	128
Uniforms	287	288
Printing of Tickets and Timetables	317	269
Total Operating Expenses	18,255	17,331
Total Supplies and Services	31,552	26,214

^aThe increase in bus maintenance was due mainly to engine and transmission rebuilds on older buses.

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 10 DEPRECIATION	2009	2008
	\$'000	\$'000
Depreciation		
Buildings	1,340	364
Buses	3,110	5,219
Plant and Equipment	1,405	677
Total Depreciation	5,855	6,260

NOTE 11 BORROWING COSTS

Interest Expense on Borrowings	722	776
Finance Charges on Finance Leases	27	39
Total Borrowing Costs	749	815

NOTE 12 OTHER EXPENSES

Losses from the Sale of Assets	23	-
Loss on Revaluation of Buses	-	3,995
Loss on Revaluation of Plant and Equipment	764	-
Transfer of Assets ^a	545	1,882
Waivers, Impairment Losses and Write-offs (see Note 13)	45	219
Other ACT Government Charges and Taxes	183	183
Total Other Expenses	1,560	6,279

^a During 2007-08, ACTION transferred its corporate office building to the Department of Territory and Municipal Services. These assets were transferred at no cost to the Department of Territory and Municipal Services and were taken up in the financial statements by the transferee at the carrying amount.

NOTE 13 WAIVERS, IMPAIRMENT LOSSES AND WRITE-OFFS

Under section 131 of the *Financial Management Act 1996* the Treasurer may, in writing, waive the right to payment of an amount payable to the Territory. In 2008-09 ACTION did not submit to the Treasurer any debt waivers for loans owing by third parties.

A waiver is the relinquishment of a legal claim to a debt over which the ACTION has control. The write-off of a debt is the accounting action taken to remove a debt from the books but does not relinquish the legal right of ACTION to recover the amount. The write-off of debts may occur for reasons other than waivers.

Impairment Losses	No.	2009	No.	2008
		\$'000		\$'000
<i>Impairment Loss from Receivables</i>				
Trade Receivables	25	45	5	5
Total Impairment Loss from Receivables	25	45	5	5
<i>Impairment Losses from Property, Plant and Equipment</i>				
Plant and Equipment	-	-	3	214
Total Impairment Losses from Property, Plant and Equipment		0	3	214
Total Impairment Losses	25	45	8	219

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 14 ACT OF GRACE PAYMENTS

There were no Act of Grace Payments made during the financial year pursuant to Section 130 of the *Financial Management Act 1996*. (Nil in 2007-08).

NOTE 15 AUDITOR'S REMUNERATION

Auditor's remuneration consists of financial audit services provided to ACTION by the ACT Auditor-General's Office. No other services were provided by the ACT Auditor-General's Office.

	2009 \$'000	2008 \$'000
Audit Services		
Audit Fees paid to the ACT Auditor-General's Office	76	71
Total Audit Fees	<u>76</u>	<u>71</u>
Total Auditor's Remuneration	<u>76</u>	<u>71</u>

NOTE 16 CASH AND CASH EQUIVALENTS

ACTION hold a bank account with the Commonwealth Bank as part of the whole-of-government banking arrangements. As part of this arrangement, ACTION does not receive any interest on this account.

Cash at Bank	142	1,252
Cash on Hand	107	197
Total Cash and Cash Equivalents	<u>249</u>	<u>1,449</u>

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 17 RECEIVABLES

	2009 \$'000	2008 \$'000
Current Receivables		
Trade Receivables ^a	2,140	918
Less: Allowance for Impairment Losses	(111)	(66)
	<u>2,029</u>	<u>852</u>
Other Trade Receivables	6	94
Accrued Revenue	809	582
Net Goods and Services Tax Receivable	85	183
Total Current Receivables	<u><u>2,929</u></u>	<u><u>1,711</u></u>

Aging of Receivables

	Not Overdue \$'000	Less than 30 Days \$'000	Past Due 30 to 60 Days \$'000	Greater than 60 Days \$'000	Total \$'000
2009					
Not Impaired					
Receivables	2,630	209	52	38	2,929
Impaired					
Receivables	-	1	1	108	111
2008					
Not Impaired					
Receivables	1,534	118	25	33	1,711
Impaired					
Receivables	-	-	-	66	66

1) 'Not Impaired' refers to Net Receivables (that is Gross Receivables less Impaired Receivables)

Reconciliation of the Allowance for Impairment Losses

Allowance for Impairment Losses at the Beginning of the Reporting Period	66	66
Additional Allowance Recognised	45	-
Reduction in Allowance Resulting from a Write-Back against the Receivables	-	-
Allowance for Impairment Losses at the End of the Reporting Period	<u><u>111</u></u>	<u><u>66</u></u>

The carrying amount of financial assets that are past due or impaired, whose terms have been renegotiated is \$0.

Classification of ACT Government/Non-ACT Government Receivables
Receivables with Other ACT Government Entities

Net Trade Receivables	479	2
Total Receivables with Other ACT Government Entities	<u><u>479</u></u>	<u><u>2</u></u>

Receivables with Non-ACT Government Entities

Net Trade Receivables	1,550	850
Net Other Trade Receivables	6	94
Accrued Revenue	809	582
Net Goods and Services Tax Receivable	85	183
Total Receivables with Non-ACT Government Entities	<u><u>2,450</u></u>	<u><u>1,709</u></u>
Total Receivables	<u><u>2,929</u></u>	<u><u>1,711</u></u>

^a The increase in trade receivables resulted from increased sales to ticket agents.

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 18 INVENTORIES

	2009 \$'000	2008 \$'000
Current Inventories		
Spare Parts	2,794	2,048
Fuel	129	285
	<hr/>	<hr/>
Less: Provision for Obsolete Inventories	(244)	(210)
	<hr/>	<hr/>
Total Current Inventories	<u>2,679</u>	<u>2,123</u>

NOTE 19 OTHER ASSETS

Current Other Assets		
Prepayments	119	102
	<hr/>	<hr/>
Total Current Other Assets	<u>119</u>	<u>102</u>
	<hr/>	<hr/>
Total Other Assets	<u>119</u>	<u>102</u>

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 20 PROPERTY, PLANT AND EQUIPMENT

Property, plant and equipment includes the following classes of assets -- land, buildings, buses and plant and equipment.

- *Land* includes leasehold land.

- *Buildings* includes bus depots.

- *Plant and Equipment* includes motor vehicles under a finance lease, other plant including furniture and fittings, forklifts, workshop plant and equipment, office equipment and automated ticketing equipment.

	2009 \$'000	2008 \$'000
Land and Buildings		
Land at Fair Value	21,585	21,585
Total Land at Fair Value	<u>21,585</u>	<u>21,585</u>
Buildings at Fair Value	28,882	28,691
Less Accumulated Depreciation	(1,341)	-
Total Written-Down Value of Buildings	<u>27,541</u>	<u>28,691</u>
Total Written-Down Value of Land and Buildings	<u>49,126</u>	<u>50,276</u>
Buses		
Buses at Fair Value ^a	46,152	38,688
Less Accumulated Depreciation	(3,103)	-
Total Buses	<u>43,049</u>	<u>38,688</u>
Plant and Equipment		
Plant and Equipment at Cost	-	11,825
Plant and Equipment at Fair Value	9,063	-
Less Accumulated Depreciation	(523)	(2,974)
Total Written-Down Value of Plant and Equipment	<u>8,540</u>	<u>8,851</u>
Total Written-Down Value of Property, Plant and Equipment	<u>100,715</u>	<u>97,815</u>

Assets Under a Finance Lease

Assets under a finance lease are included in the asset class to which they relate in the above disclosure. Assets under a finance lease are also required to be separately disclosed as outlined below.

Carrying Amount of Assets under a Finance Lease

Plant and Equipment under a Finance Lease	466	466
Accumulated Depreciation of Plant and Equipment under a Finance Lease	(173)	(62)
	<u>293</u>	<u>404</u>
Total Written-Down Value of Plant and Equipment under a Finance Lease	<u>293</u>	<u>404</u>

^a The increase in fair value of buses was a result of a number of purchase acquisitions during 2008-09.

Valuation of Non-Current Assets

Rodney Hyman Asset Services Pty Ltd (*rhas*), Chartered Valuers, performed an independent valuation of buses as at 30 June 2008.

The Australian Valuation Office performed the latest independent valuation of land and buildings as at 30 June 2008.

The Australian Valuation Office performed the latest independent valuation of plant and equipment as at 30 June 2009.

ACTION
Notes to and Forming Part of the Financial Report
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NOTE 20 PROPERTY, PLANT AND EQUIPMENT - CONTINUED

Reconciliation of Property, Plant and Equipment

The following table shows the movement of Property, Plant and Equipment during 2008-09

	Land	Buildings	Buses	Plant and Equipment	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Carrying Amount at the Beginning of the Reporting Period	21,585	28,691	38,688	8,851	97,815
Additions	-	190	7,509	599	8,299
Disposals	-	-	(38)	(763)	(801)
Revaluation Increment/(Decrement)	-	-	-	1,258	1,258
Depreciation	-	(1,340)	(3,110)	(1,405)	(5,855)
Carrying Amount at the End of the Reporting Period	21,585	27,541	43,049	8,540	100,715

ACTION
Notes to and Forming Part of the Financial Report
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NOTE 20 PROPERTY, PLANT AND EQUIPMENT - CONTINUED

Reconciliation of Property, Plant and Equipment

The following table shows the movement of Property, Plant and Equipment during 2007-08

	Land	Buildings	Buses	Plant and Equipment	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Carrying Amount at the Beginning of the Reporting Period	9,200	9,165	47,515	5,496	71,376
Additions	-	204	478	2,314	2,996
Disposals	-	(1,882)	(91)	(121)	(2,094)
Revaluation Increment/(Decrement)	12,385	21,568	(3,995)	1,839	31,797
Depreciation	-	(364)	(5,219)	(677)	(6,260)
Carrying Amount at the End of the Reporting Period	21,585	28,691	38,688	8,851	97,815

ACTION
Notes to and Forming Part of the Financial Report
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NOTE 21 CAPITAL WORKS IN PROGRESS

Capital Works in Progress are assets being constructed over periods of time in excess of the present reporting period. Capital Works in Progress are not depreciated as ACTION is not currently deriving any economic benefits from them.

	2009 \$'000	2008 \$'000
Buses ^a	-	1,336
Ticketing System	204	-
Fleet Management System	16	-
Capital Works Security	302	-
Total Capital Works in Progress	522	1,336

Reconciliation of Capital Works in Progress

The following table shows the movement of Capital Works in Progress during 2008-09.

	Plant and Equipment \$'000	Buses ^a \$'000	Total \$'000
Carrying Amount at the Beginning of the Reporting Period	-	1,336	1,336
Additions	522	6,152	6,674
Capital Works in Progress Completed and Transferred to Property, Plant and Equ	-	(7,488)	(7,488)
Carrying Amount at the End of the Reporting Period	522	-	522

The following table shows the movement of Capital Works in Progress during 2007-08.

	Buses ^a \$'000	Total \$'000
Carrying Amount at the Beginning of the Reporting Period	10	10
Additions	1,575	1,575
Capital Works in Progress Completed and Transferred to Property, Plant and Equipment	(249)	(249)
Carrying Amount at the End of the Reporting Period	1,336	1,336

^a This amount relates to progress payments for the acquisition of buses.

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 22 PAYABLES

	2009	2008
	\$'000	\$'000
Current Payables		
Trade Payables	2,707	1,304
Other Payables	17	295
Accrued Expenses	1,343	2,310
Total Current Payables	<u>4,067</u>	<u>3,909</u>
Total Payables	<u>4,067</u>	<u>3,909</u>

Trade Payables are aged as follows:

Not Overdue	1,795	3,907
Overdue for Less than 30 days	899	2
Overdue for 30 to 60 days	-	-
Overdue for More than 60 days	13	-
Total Trade Payables	<u>2,707</u>	<u>3,909</u>

Classification of ACT Government/Non-ACT Government Payables

Payables with ACT Government Entities

Trade Payables	1,414	44
Other Payables	-	202
Accrued Expenses	427	663
Total Payables with Non-ACT Government Entities	<u>1,841</u>	<u>909</u>

Payables with Non-ACT Government Entities

Trade Payables	1,293	1,260
Other Payables	17	93
Accrued Expenses	916	1,647
Total Payables with Non-ACT Government Entities	<u>2,226</u>	<u>3,000</u>
Total Payables	<u>4,067</u>	<u>3,909</u>

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 23 INTEREST-BEARING LIABILITIES AND FINANCE LEASES

ACTION has ACT Government and Commonwealth Government borrowings. The ACT Government borrowings are held at a fixed rate of interest at 5.50% and repayments are made in four instalments during the year to the Territory Banking Account. Instalments are to be paid from 2003-04 to 2013-14.

The Commonwealth Government borrowings were obtained at the time of self-government and are being repaid through principal and interest payments to the Territory Banking Account which then pay the Commonwealth. These interest rate for these borrowings are 12.57% and the principal will be fully repaid during 2022-23.

ACTION holds 19 finance leases (19 in 2008), which have been taken up as finance lease liability and an asset under a finance lease. These are for motor vehicles. The interest rate implicit in these leases vary from 7.0% to 7.7% with terms up to two years.

	2009 \$'000	2008 \$'000
Current Interest-Bearing Liabilities		
Secured		
Finance Leases	220	96
Total Current Secured Interest-Bearing Liabilities	<u>220</u>	<u>96</u>
Unsecured		
ACT Government Borrowings (Gas Facility Loan)	233	221
Commonwealth Borrowings (Land and Buildings Original Loan)	341	341
Total Current Unsecured Interest-Bearing Liabilities	<u>574</u>	<u>562</u>
Total Current Interest-Bearing Liabilities	<u>794</u>	<u>658</u>
Non-Current Finance Leases		
Secured		
Finance Leases	99	318
Total Non-Current Secured Interest-Bearing Liabilities	<u>99</u>	<u>318</u>
Unsecured		
ACT Government Borrowings (Gas Facility Loan)	1,073	1,306
Commonwealth Borrowings (Land and Buildings Original Loan)	4,431	4,772
Total Non-Current Unsecured Interest-Bearing Liabilities	<u>5,504</u>	<u>6,078</u>
Total Non-Current Interest-Bearing Liabilities	<u>5,603</u>	<u>6,396</u>
Total Interest-Bearing Liabilities	<u><u>6,397</u></u>	<u><u>7,054</u></u>

Secured Liability

ACTION's finance lease liability is effectively secured because if the agency defaults, the assets under a finance lease revert to the lessor.

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 23 INTEREST-BEARING LIABILITIES AND FINANCE LEASES - CONTINUED

	2009 \$'000	2008 \$'000
Finance lease commitments are payable as follows:		
Within one year	232	122
Later than one year but not later than five years	103	335
Minimum Lease Payments	335	457
Less: Future Finance Lease Charges	17	43
Amount Recognised as a Liability	318	414
Total Present Value of Minimum Lease Payments	318	414

The future minimum lease payments for non-cancellable financing sub-leases expected to be received.

Classification on the Balance Sheet

Interest-Bearing Liabilities

Current Interest-Bearing Liabilities	574	562
Non-Current Interest-Bearing Liabilities	5,504	6,078
Total Interest-Bearing Liabilities	6,078	6,640

Finance Lease Liabilities

Current Finance Leases	220	96
Non-Current Finance Leases	99	318
Total Finance Leases	319	414
Total Interest-Bearing Liabilities	6,397	7,054

Credit Facilities

There are no formal credit facilities in place for ACTION with the Territory's appointed transactional bank.

If ACTION's account goes into overdraft throughout the year, ACTION is not charged interest. However, the overdraft position is required to be rectified as soon as possible. ACTION went into overdraft for a short period of time in June 2009.

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 24 EMPLOYEE BENEFITS

	2009 \$'000	2008 \$'000
Current Employee Benefits		
Annual Leave ^a	6,350	4,999
Long Service Leave ^b	10,345	9,189
Accrued Wages and Salaries	458	275
Total Current Employee Benefits	<u>17,153</u>	<u>14,463</u>
Non-Current Employee Benefits		
Long Service Leave ^b	1,696	496
Total Non-Current Employee Benefits	<u>1,696</u>	<u>496</u>
Total Employee Benefits	<u>18,849</u>	<u>14,959</u>

For Disclosure Purposes Only
Estimate of when Leave is Payable

Estimated Amount Payable within 12 Months		
Annual Leave	6,350	4,999
Long Service Leave	1,149	1,145
Accrued Wages and Salaries	458	275
Total Employee Benefits Payable within 12 Months	<u>7,957</u>	<u>6,419</u>
Estimated Amount Payable after 12 Months		
Long Service Leave	10,892	8,540
Total Employee Benefits Payable after 12 Months	<u>10,892</u>	<u>8,540</u>
Total Employee Benefits	<u>18,849</u>	<u>14,959</u>

^a The increase in the Annual Leave Liability is largely due to the inclusion of on-costs. Refer to Note 3 Change in Accounting Estimates and Impact of Accounting Standards Issued but Yet to be Applied for further details on this change.

^b The increase in the Long Service Leave Liability is largely due to the change in the methodology used to estimate this liability. Refer to Note 3 Change in Accounting Estimates and Accounting Standards Issued but Yet to be Applied for further details on this change.

Employee Numbers

The Full-Time Equivalent staff at 30 June 2009 was 753 (30 June 2008, 692).

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 25 OTHER LIABILITIES

	2009 \$'000	2008 \$'000
Other Current Liabilities		
Revenue Received in Advance ^a	1,775	799
Repayable Advance Received	524	-
Total Current Other Liabilities	<u>2,299</u>	<u>799</u>
Total Other Liabilities	<u>2,299</u>	<u>799</u>

^aThe increase relates to ticket sales purchased by ticket agent at year end (see Note 17- Receivables).

NOTE 26 EQUITY

Total Equity at the End of the Reporting Period

Contributed Equity	92,074	84,189
Accumulated (Deficits)	(58,523)	(47,166)
Asset Revaluation Reserve	42,050	40,792
Total Equity	<u>75,601</u>	<u>77,815</u>

Movements in Equity during the Reporting Period

Contributed Equity

Balance at the Beginning of the Reporting Period	84,189	80,504
Capital Injections	7,885	3,685
Balance at the End of the Reporting Period	<u>92,074</u>	<u>84,189</u>

Accumulated Deficits

Balance at the Beginning of the Reporting Period	(47,166)	(37,282)
Operating (Deficit)	(11,357)	(9,884)
Balance at the End of the Reporting Period	<u>(58,523)</u>	<u>(47,166)</u>

Asset Revaluation Reserve

The Asset Revaluation Reserve is used to record the increments and decrements in the value of property, plant and equipment.

Balance at the Beginning of the Reporting Period	40,792	5,000
Increment in Land due to Revaluation	-	12,385
Increment in Buildings due to Revaluation	-	23,407
Increment in Plant and Equipment due to Revaluation	1,258	-
Total Increase in the Asset Revaluation Reserve	<u>1,258</u>	<u>35,792</u>
Balance at the End of the Reporting Period	<u>42,050</u>	<u>40,792</u>

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 27 FINANCIAL INSTRUMENTS

Details of the significant policies and methods adopted, including the criteria for recognition, the basis for measurement and the basis on which income and expenses are recognised, with respect to each class of financial asset and financial liability are disclosed in Note 2 Summary of Significant Accounting Policies to the financial report.

Interest Rate Risk

Interest rate risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market interest rates.

ACTION is considered to have insignificant exposure to interest rate risk. ACTION's only interest rate risk is limited to interest on liabilities in relation to finance lease commitments for motor vehicles which are immaterial. The interest rate for the ACT Government and Commonwealth borrowings is at a fixed rate for the entire period of the loans. As a result, ACTION has a very low level of interest rate risk.

Sensitivity Analysis

A sensitivity analysis has not been undertaken as it is considered that the ACTION's exposure to this risk is insignificant and would have an immaterial impact on its financial results.

Credit Risk

Credit risk is the risk that one party to a financial instrument will fail to discharge an obligation and cause the other party to incur a financial loss.

ACTION holds cash and cash equivalents with the Commonwealth Bank and as such, there would be a low level of credit risk associated with these financial assets.

ACTION's credit risk is limited to the amount of the receivables it holds net of any provision for impairment. ACTION's receivables cover many entities split between other government agencies and entities external to ACT Government, and these receivables are unsecured. ACTION manages its credit risk for receivables by performing a regular monitoring and assessment of its receivables with active follow up with customers of outstanding receivables and by issuing monthly statements to overdue accounts where required. There is no significant concentration of credit risk that has been identified by ACTION.

Liquidity Risk

Liquidity risk is the risk that ACTION will encounter difficulties in meeting obligations associated with financial liabilities. ACTION's main financial obligations relate to the payment of employee benefits, purchases of supplies and services and borrowing costs including interest and principal repayments. Salaries are paid on a fortnightly basis and purchases of supplies and services are paid within 30 days of receiving the goods or services.

The main source of cash to pay these obligations is from service payments from the ACT Government which is paid on a fortnightly basis during the year, and cash fares. ACTION manages its liquidity risk through forecasting appropriation drawdown requirements to enable the payment of anticipated obligations.

ACTION has an aging workforce with significant levels of accumulated and unpaid annual and long service leave. As staff resign or retire and these leave obligations fall due, ACTION has been able to meet these obligations from the current levels of appropriation. With anticipated higher levels of staff retiring in coming years, it is possible that in future years ACTION may need additional appropriation from Government to be able to meet payment of these obligations.

Based on the above, ACTION's exposure to not meeting its obligations associated with financial liabilities is considered insignificant based on experience from prior years and the current assessment of risk.

Price Risk

Price risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices, whether these changes are caused by factors specific to the individual financial instrument or its issuer, or factors affecting all similar financial instruments traded in the market.

ACTION only holds cash and cash equivalents and these assets are held in non-interest bearing accounts. As a result, ACTION is not considered to have any price risk. Accordingly, a sensitivity analysis has not been undertaken.

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 27 FINANCIAL INSTRUMENTS - CONTINUED

Fair Value of Financial Assets and Liabilities

The carrying amounts and fair values of financial assets and liabilities at the end of the reporting period are:

	Carrying Amount 2009 \$'000	Net Fair Value 2009 \$'000	Carrying Amount 2008 \$'000	Net Fair Value 2008 \$'000
Financial Assets				
Cash and Cash Equivalents	249	249	1,449	1,449
Receivables	2,929	2,929	1,711	1,711
Total Financial Assets	3,178	3,178	3,160	3,160
Financial Liabilities				
Payables	4,067	4,067	3,909	3,909
ACT Government Borrowings	1,306	1,320	1,527	1,438
Commonwealth Borrowings	4,772	6,144	5,113	6,254
Finance Leases	319	319	414	414
Total Financial Liabilities	10,464	11,850	10,963	12,015

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 27 FINANCIAL INSTRUMENTS - CONTINUED

The following table sets out ACTION's maturity analysis for financial assets and liabilities as well as the exposure to interest rates, including the weighted average interest rates by maturity period as at 30 June 2009. All financial assets and liabilities which have a floating interest rate or are non-interest bearing will mature in 1 year or less. All amounts appearing in the following maturity analysis are shown on an undiscounted cash flow basis.

Financial Instruments	Notes	Floating Interest Rate	Fixed Interest maturing in:					Non-Interest Bearing	Total
			Over 1 Year or Less	Over 2 Years to 3 Years	Over 3 Years to 4 Years	Over 4 Years to 5 Years	More than 5 Years		
		\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Financial Assets									
Cash and Cash Equivalents	16	-	-	-	-	-	-	249	249
Receivables	17	-	-	-	-	-	-	2,929	2,929
Total Financial Assets		-	-	-	-	-	-	3,178	3,178
Weighted Average Interest Rate		6.00%	-	-	-	-	-		
Financial Liabilities									
Payables	22	-	-	-	-	-	-	4,067	4,067
ACT Government Borrowings (Gas Facility Loan)	23	-	301	300	300	301	301	-	1,503
Commonwealth Borrowings (Land and Buildings)	23	-	941	898	812	769	4,996	-	9,271
Finance Leases	23	-	232	103	-	-	-	-	335
Total Financial Liabilities		-	1,474	1,301	1,112	1,070	4,996	4,067	15,176
Weighted Average Interest Rate		-	10.90%	11.07%	11.46%	11.91%	12.28%	12.57%	
Net Financial (Liabilities)		-	(1,474)	(1,301)	(1,112)	(1,070)	(4,996)	(839)	(11,998)

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 27 FINANCIAL INSTRUMENTS - CONTINUED

The following table sets out ACTION's maturity analysis for financial assets and liabilities as well as the exposure to interest rates, including the weighted average interest rates by maturity period as at 30 June 2008. All financial assets and liabilities which have a floating interest rate or are non-interest bearing will mature in 1 year or less. All amounts appearing in the following maturity analysis are shown on an undiscounted cash flow basis.

Financial Instruments	Notes	Floating Interest Rate	Fixed Interest maturing in:					Non-Interest Bearing	Total
			1 Year or Less	Over 1 Year to 2 Years	Over 2 Years to 3 Years	Over 3 Years to 4 Years	Over 4 Years to 5 Years	More than 5 Years	
		\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Financial Assets									
Cash and Cash Equivalents	16	-	-	-	-	-	-	-	1,449
Receivables	17	-	-	-	-	-	-	-	1,711
Total Financial Assets		-	-	-	-	-	-	-	3,160
Weighted Average Interest Rate		6.00%	-	-	-	-	-	-	-
Financial Liabilities									
Payables	22	-	-	-	-	-	-	-	3,909
ACT Government Borrowings (Gas Facility Loan)	23	-	301	300	301	300	301	300	1,803
Commonwealth Borrowings (Land and Buildings)	23	-	983	941	898	855	812	5,176	9,665
Finance Leases	23	-	122	232	104	-	-	-	458
Total Financial Liabilities		-	1,406	1,473	1,303	1,155	1,113	5,476	15,835
Weighted Average Interest Rate		-	9.43%	9.52%	9.53%	9.51%	9.41%	12.01%	-
Net Financial (Liabilities)		-	(1,406)	(1,473)	(1,303)	(1,155)	(1,113)	(5,476)	(749)

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 27 FINANCIAL INSTRUMENTS - CONTINUED

	2009 \$'000	2008 \$'000
Carrying Amount of Each Category of Financial Asset and Financial Liability		
Financial Assets		
Loans and Receivables	2,929	1,711
Financial Liabilities		
Financial Liabilities Measured at Amortised Cost	15,176	15,835

ACTION does not have any financial assets in the 'Available for Sale' category or the 'Held to Maturity' category and as such these categories are not included above. Also, ACTION does not have any financial liabilities in the 'Financial Liabilities at Fair Value through Profit and Loss' category and, as such, this category is not included above.

NOTE 28 COMMITMENTS

Capital Commitments

Capital commitments contracted at reporting date that have not been recognised as liabilities are as follows:

Payable:		
Within one year	28,592	3,268
Later than one year but not longer than five years	19,591	-
Total Capital Commitments	<u>48,183</u>	<u>3,268</u>

Other Commitments

Other Commitments contracted at reporting date that have not been recognised as liabilities are as follows:

Payable:		
Within one year	30	80
Later than one year but not longer than five years	29	63
Total Other Commitments	<u>59</u>	<u>143</u>

All amounts shown in the commitments note are inclusive of GST.
Finance lease commitments are disclosed in Note 23.

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 29 CONTINGENT LIABILITIES AND CONTINGENT ASSETS

Contingent Liabilities

ACTION is subject to various claims as at the reporting date with the total liability being \$7.358m (\$8.264m, 2008).

Contingent Assets

Although ACTION is subject to various claims as at the reporting date with the total liability being \$7.358m (\$8.264m, 2008), ACTION has insurance coverage through ACT Insurance Authority for the majority of such legal claims. The contingent assets relating to these claims would be \$5.631m (\$2.617m, 2008).

NOTE 30 INCOME TAX EQUIVALENT EXPENSE

	2009 \$'000	2008 \$'000
(a) Components of Income Tax Equivalents Expense/(Income)		
Tax Equivalents Expense/(Income) comprises:		
Current Tax Equivalents Expense/(Income)	(2,121)	(1,151)
Deferred Tax Equivalents Expense/(Income) relating to the origination and reversal of temporary differences	(1,285)	(1,812)
Tax Effect of Tax Losses not Recognised	2,121	1,151
Tax Effect of Temporary Differences not Recognised	1,285	1,812
	<u>-</u>	<u>-</u>
(b) Income Tax Equivalents Expense/(Income)		
The prima facie income tax expense/(income) on pre-tax accounting profit from operations reconciles to the income tax expense/(income) in the financial statements as follows:		
(Profit)/loss from Operations	11,357	9,884
Income Tax Equivalents Expense/(Income) calculated at 30%	(3,407)	(2,965)
Non-Deductible Expenses	<u>1</u>	<u>3</u>
	(3,406)	(2,962)
Tax Effect of Tax Losses not Recognised	2,121	1,151
Tax Effect of Temporary Differences not Recognised	1,285	1,812
	<u>-</u>	<u>-</u>

The tax rate used in the above reconciliation is the corporate tax rate of 30% payable by Australian corporate entities on taxable profits under Australian tax law. There has been no change in the corporate tax rate from the previous reporting period.

(c) Unrecognised deferred tax balances

The following deferred tax assets have not been brought to account as assets:

Tax Losses - Revenue	13,047	10,926
Temporary Differences	7,536	6,251
	<u>20,583</u>	<u>17,177</u>

a. ACTION is exempt from federal income tax. However, ACTION is required to pay income tax equivalents to the ACT Government.

b. The net deferred tax effects relating to tax losses and temporary differences has not been recognised as it is not probable that the tax benefits from these assets will be recouped in the future.

ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 31 CASH FLOW RECONCILIATION

(a) Reconciliation of Cash and Cash Equivalents at the End of the reporting period in the Cash Flow Statement to the equivalent items in the Balance Sheet.

	2009 \$'000	2008 \$'000
Cash at Bank	142	1,252
Cash on Hand	107	197
Cash and Cash Equivalents at the End of the Financial Year as Recorded in the Balance Sheet	249	1,449

(b) Reconciliation of the Operating (Deficit) to the Net Cash (Outflows)/Inflows from Operating Activities

Operating (Deficit)	(11,357)	(9,884)
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Add/(Less) Non-Cash Items

Loss on Disposal of Assets	23	2,094
Loss on Revaluation of Buses	-	3,995
Loss on Revaluation of Plant and Equipment	764	
Gains on Revaluation of Plant and Equipment	(576)	-
Depreciation	5,855	6,260
Impairment of Receivables	45	5

(Less) Item Classified as Investing or Financing

Advance Payable	(510)	2,000
Payable relating to Capital Assets	240	(276)

Net Cash Before Changes in Operating Assets and Liabilities	(5,516)	4,194
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Changes in Operating Assets and Liabilities

(Increase)/Decrease in Receivables	(1,263)	438
(Increase)/Decrease in Inventories	(556)	96
(Increase)/Decrease in Other Assets	(17)	(113)
Increase/(Decrease) in Payables	158	(2,024)
Increase/(Decrease) in Employee Benefits	3,890	2,144
Increase/(Decrease) in Other Liabilities	1,501	(1,809)

Net Changes in Operating Assets and Liabilities	3,713	(1,268)
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Net Cash (Outflows)/Inflows from Operating Activities	(1,803)	2,926
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(c) Non-Cash Financing and Investing Activities

Due to a change in the Whole-of-Government motor vehicle leasing arrangements, all new motor vehicle leases entered into by ACTION from 2006-07 onwards are under a finance lease rather than under an operating lease.

Acquisition of Motor Vehicles by means of Finance Lease	-	466
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ACTION
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 32 EVENTS OCCURRING AFTER BALANCE DATE

There were no events that occurred after the balance date to record.

NOTE 33 THIRD PARTY MONIES

There were no third party monies held by ACTION as at 30 June 2009. (Nil for 2008).

NOTE 34 GUARANTEES

There were no guarantees or undertakings by ACTION that are not disclosed within the financial report or the accompanying notes.



ACT AUDITOR-GENERAL'S OFFICE



A09/12

Mr Gary Byles
Chief Executive
Department of Territory and Municipal Services
Level 5, Macarthur House
12 Wattle Street
LYNEHAM ACT 2602

Dear Mr Byles

REPORT OF FACTUAL FINDINGS ON ACTION'S STATEMENT OF PERFORMANCE FOR THE YEAR ENDED 30 JUNE 2009

The Audit Office has completed the review of ACTION's statement of performance for the year ended 30 June 2009.

I am pleased to attach the statement of performance and the **unqualified** report of factual findings.

I have provided a copy of each of these reports to the Minister for Public Transport, Mr Jon Stanhope MLA.

Yours sincerely

Tu Pham
Auditor-General
17 September 2009

c.c. Mr Ross Burton, Acting Director, Strategic Finance, Department of Territory and Municipal Services
Ms Liz Clarke, Business Manager, ACTION
Mr Will Laurie, Chair, Internal Audit Committee
Ms Bev Wagg, Internal Audit Manager, Department of Territory and Municipal Services



ACT AUDITOR-GENERAL'S OFFICE

REPORT OF FACTUAL FINDINGS

ACTION

To the Members of the ACT Legislative Assembly

Report on the statement of performance

I have reviewed ACTION's statement of performance for the year ended 30 June 2009.

Responsibility for the statement of performance

The Chief Executive of the Department of Territory and Municipal Services is responsible for the preparation and fair presentation of the statement of performance in accordance with the *Financial Management Act 1996*. This includes responsibility for maintaining adequate records and internal controls that are designed to prevent and detect fraud and error and for the systems and procedures to measure the results reported in the statement of performance.

The auditor's responsibility

My responsibility is to provide a report of factual findings that expresses an independent review opinion on ACTION's statement of performance as required by the *Financial Management Act 1996* and the *Financial Management (Statement of Performance Scrutiny) Guidelines 2008*.

I have reviewed ACTION's statement of performance to report on whether any matters came to my attention which indicate that the statement of performance is not fairly presented in accordance with the *Financial Management Act 1996*.

This review was conducted in accordance with the Australian Auditing Standards applicable to review engagements. A review is primarily limited to inquiries of the representatives of ACTION, analytical and other review procedures and the examination of other available evidence. As review procedures do not provide all of the evidence that would be required in an audit, the level of assurance provided is less than given in an audit. I have not performed an audit and have not expressed an audit opinion on the statement of performance.

The review did not include an assessment of the relevance or appropriateness of the performance indicators reported in the statement of performance or the related performance targets.

I have not expressed an opinion on the accuracy of explanations provided for variations between actual and targeted performance due to the often subjective nature of such explanations.

Electronic presentation of the statement of performance

Those viewing an electronic presentation of this statement of performance should note that the review does not provide assurance on the integrity of information presented electronically and does not provide an opinion on any other information which may have been hyperlinked to or from this statement. If users of this report are concerned with the inherent risks arising from the electronic presentation of information, they are advised to refer to the printed copy of the reviewed statement of performance to confirm the accuracy of this electronically presented information.

Independence

I followed applicable independence requirements of Australian professional ethical pronouncements in conducting this review.

Review opinion

Based on my procedures, no matters have come to my attention which indicate that ACTION's statement of performance for the year ended 30 June 2009 does not fairly present ACTION's performance in accordance with the *Financial Management Act 1996*.



Tu Pham
Auditor-General
17 September 2009

ACTION
Statement of Performance
For the Year Ended 30 June 2009

Statement of Responsibility

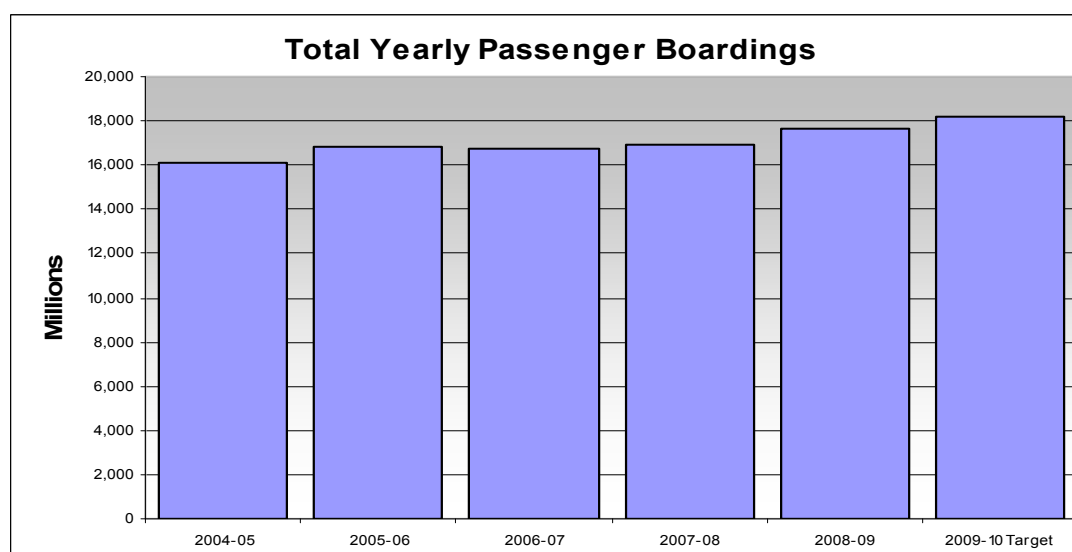
In my opinion, the Statement of Performance is in agreement with ACTION's records and fairly reflects the service performance of ACTION's output during the financial year ended 30 June 2009 and also fairly reflects the judgements exercised in preparing it.



Gary Byles
Chief Executive
Department of Territory and Municipal Services

17 September 2009

Strategic Indicator
Passenger Boardings



Public transport initiatives play an important role in the Sustainable Transport Plan and include:

- increasing patronage and modal share relating to the proportion of people choosing public transport as their preferred method, as opposed to alternative modes such as private vehicles;
- increasing the number of vehicles that run on environmentally friendly fuels to minimise environmental degradation; and
- increasing disability accessible vehicle numbers to meet the standards specified under the *Disability Discrimination Act 1992*.

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OUTPUTS FOR YEAR ENDED 30 JUNE 2009

ACTION	
Statement of Performance as at 30th June 2009	

ACTION	
PRINCIPAL MEASURES	
Output Class 1 - Public Transport	
Description: Provision of a public bus and school network providing a range of express and route options to an from all suburbs; a special needs transport service that is a door to door service for disadvantaged people in our community and a charter bus service provided at commercial rates.	

Accountability Measures	Original Target 2008-09	Amended Target 2008-09	Actual Result 2008-09	% Variance from Original/Amended Target	Explanation of Material Variances
Timeliness of ACTION services					
- including neutral responses	99.8%		87.0%	(13%)	1
- excluding neutral responses	99.8%		61.0%	(39%)	1
Customer satisfaction with ACTION services as assessed by passenger surveys					
- including neutral responses	85%		87%	2%	2
- excluding neutral responses	85%		60%	(29%)	2
Increase in modal share (Adult work trips increase in accordance with the Sustainable Transport Plan)	3.0%		-0.8%	(127%)	3
Increase in total patronage	847,000		646,244	(24%)	3
Percentage of fleet fully compliant with Disability Standards	30.3%		29.3%	(3%)	
Percentage of fleet Euro 3 Emission Standard Compliant	18.5%		17.8%	(4%)	
Total cost per vehicle km	\$3.86		\$4.50	17%	4
Total cost per passenger boarding	\$5.69		\$6.14	8%	5
Farebox recovery as a percentage of total cost	19.8%		17.9%	(10%)	6
TOTAL COST (\$'000)	\$99,518		\$107,859	8%	
GOVERNMENT PAYMENT FOR OUTPUTS (\$'000)	\$63,847	\$66,067	\$66,210	0%	

Explanation of Variances:

- 1 ACTION's original budget was based on a measurement of service failures across the network. This methodology was considered unsatisfactory in measuring timeliness of the services. The actual result has been measured according to a Customer Survey conducted in June 2009. In this survey there was a percentage of neutral responses, therefore timeliness results are shown both including and excluding neutral responses. Comparison between the target and actual are therefore from a different base and not directly comparable.
- 2 The actual result has been measured according to a Customer Survey conducted in June 2009. In this survey there was a percentage of neutral responses, therefore satisfaction results are shown both including and excluding neutral responses.
- 3 Patronage was budgeted to increase by 5% over 2008 levels with the introduction of Network 08. The reduced increase was due to targets not being met in adult weekday patronage with the recorded patronage figures being slightly understated due to minor discrepancies associated with the on-bus ticket validators. The current ticketing system is due for replacement in the last quarter of 2010.
- 4 The decrease in cost per km is due to two factors, a decrease in kilometres and increased costs. Kilometres decreased over budget by the optimisation of Network 08. Total costs exceeded budget by 8% primarily due to changes in accounting policy on leave entitlements and revaluation losses (3.9%), and increased insurance and Concare costs (3.1%)
- 5 The increase in cost per passenger boarding is primarily due to increased costs of 8% (see Note 4)
- 6 Farebox recovery decreased by 10% due to a reduction in patronage over plan, and an increase in total cost of 8%.

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SHARED SERVICES CENTRE ANNUAL REPORT

SHARED SERVICES CENTRE MANAGEMENT DISCUSSION AND ANALYSIS REPORT FOR THE YEAR ENDED 30 JUNE 2009

General Overview

Objectives

Shared Services Centre (Shared Services) provides Information and Communication Technology (ICT), Procurement, Publishing and Records Management services, as well as tactical and transactional Human Resources and Finance services to all ACT Government departments and agencies.

Shared Services consolidates these traditional back office functions to achieve economies of scale, standardised and streamlined processes and an overall reduction in costs, thereby enabling ACT Government departments and agencies to better focus on their core business of providing services to the community.

Shared Services achieves its objectives by working closely with its clients to identify appropriate services, and agree on mechanisms for delivery that are efficient and cost effective.

Shared Services commenced operations on 1 July 2006 and its Output Classes for 2008-09 include:

- InTACT – providing a complete range of ICT services to ACT Government departments and agencies, including infrastructure, applications support and development, ICT policy and ICT project services as well as records management and publishing services;
- Procurement Support Services (Procurement Solutions) – providing procurement policy, procurement services, and the management of capital works projects on behalf of ACT Government departments and agencies;
- Human Resources Services – providing tactical and transactional human resources services to ACT Government departments and agencies; and
- Finance Services – providing tactical and transactional finance services to ACT Government departments and agencies.

Changes in Administrative Structure

Shared Services was transferred from the Department of Treasury to the Department of Territory and Municipal Services following *Administrative Arrangement Order 2008 (No 2)* dated 10 November 2008, but remains a separate reporting entity. There were no additional Administrative Arrangement Orders during the 2008-09 financial year for Shared Services.

Risk Management

The main risks that Shared Services has identified that may impact on its future financial position include:

- The risk of InTACT, Procurement Solutions, Human Resources and Finance Services not being able to meet the Service Levels as agreed with ACT Government departments and agencies due to a lack of resources, in particular adequate numbers of appropriately skilled staff. This risk is being addressed through a rigorous recruitment program and extensive training opportunities being made available to staff.

- The risk to cash flow of delays in invoicing customers or delays in payment by customers given billing prior to 2008-09 was predominantly in arrears. Shared Services is managing this risk by careful monitoring of the invoicing process, rapid follow up of payment and rapid resolution of disputed invoices. Shared Services also introduced billing in advance for agreed Service Level Agreement charges in 2008-09.
- The risk of InTACT's ICT infrastructure becoming outdated through rapid changes in technology and evolving agency business requirements. InTACT is managing this risk through a program of upgrading and consolidating significant elements of the ICT infrastructure aimed at optimising the technical efficiency of the infrastructure and the business applications environment that it supports.

These risks were identified in Shared Services' Risk Management Plan for 2008-10.

Shared Services' Financial Performance

The following financial information is based on Shared Services' unaudited Financial Report for 2008-09 and the forward estimates contained in the 2009-10 Budget Paper Number 4. The analysis below outlines the main trends and factors affecting Shared Services' financial performance and position for the year ended 30 June 2009.

Net Cost of Services

'Net Cost of Services' is the impost Shared Services has on the Territory's budget. Own Source Revenue is Shared Services' total income less appropriation received for Government Payment for Outputs (GPO).

Table 1
Net Cost of Services

	Prior Year Actual	<i>Current Year Budget</i>	Current Year Actual	<i>Forward Year Budget</i>	<i>Forward Year Budget</i>	<i>Forward Year Budget</i>
	2007-08 \$'000s	<i>2008-09 \$'000s</i>	2008-09 \$'000s	<i>2009-10 \$'000s</i>	<i>2010-11 \$'000s</i>	<i>2011-12 \$'000s</i>
Total Expenditure	148,017	<i>160,494</i>	170,345	<i>170,441</i>	<i>172,598</i>	<i>177,023</i>
Total Own Source Revenue	138,655	<i>146,088</i>	156,910	<i>156,211</i>	<i>159,679</i>	<i>164,996</i>
Net Cost of Services	9,362	<i>14,406</i>	13,435	<i>14,230</i>	<i>12,919</i>	<i>12,027</i>

Comparison to Budget

Shared Services' net cost of services for the year ended 30 June 2009 of **\$13.435 million** was **\$0.971 million** or **7%** lower than the budgeted net cost of services of **\$14.406 million** (refer Attachment A for Comparison of Net Cost of Services to Budget). The better than budgeted result was due to:

- increased ACT Government User Charges revenue (**\$10.517 million**) mainly due to higher ICT project activity and associated expenditure by ACT Government departments and agencies, higher Service Level Agreement charges due to increased consumption of ICT services by ACT Government departments and agencies and higher Procurement Solutions management fees due to higher Capital Works activity than budgeted offset by lower ICT Business System expenditure and staff costs directly recovered from ACT Government departments and agencies; and

- reduced Depreciation and Amortisation (**\$0.520 million**) due to delays in the Records Services Mitchell Accommodation refurbishment and lower than forecast asset purchases as the useful life of certain ICT assets have been extended.

These have been largely offset by:

- increased Supplies and Services expenses (**\$6.709 million**) due to higher ICT project expenditure by ACT Government departments and agencies, higher operating lease costs due to finalising ICT asset lease commitments, and an increase in contractors costs due to increased project activity and the timing of filling ICT positions permanently. This is partially offset by lower ICT Business System expenditure and staff costs directly recovered from ACT Government departments and agencies and lower computing costs due to lower server maintenance costs and computer software license purchases and installations;
- increased Employee and Superannuation expenses (**\$0.431 million**) mainly as a result of higher annual leave and long service leave expenditure due to the change in the methodology of calculating employee entitlement liabilities partially offset by lower than expected permanent staff numbers due to the timing associated with the recruitment of ICT staff and trainees and a higher number of Fund for Choice contributors than expected; and
- increased Other Expenses (**\$3.213 million**) mainly as a result of recognising impairment losses on reform related debt associated with ACT Housing.

Comparison to 2007-08 Actuals

Total net cost of services was higher by **\$4.073 million**, or **44%**, than the net cost of services for the same period last year of **\$9.362 million**, mainly as a result of:

- increased Employee and Superannuation expenses (**\$10.158 million**) due to the filling of vacant positions in InTACT, Human Resources and Finance Services, higher Procurement Solutions staffing due to increased Capital Works activity and higher annual leave and long service leave expenditure due to the change in the methodology of calculating employee entitlement liabilities;
- increased Supplies and Services expenses (**\$7.777 million**) due to higher ICT project activity and associated expenditure by ACT Government departments and agencies, higher operating lease costs due to finalising ICT asset lease commitments, and an increase in contractors costs due to increased project activity and the timing of filling ICT positions permanently. This is partially offset by lower ICT Business System expenditure directly recovered from ACT Government departments and agencies;
- increased Other Expenses (**\$3.213 million**) mainly as a result of recognising impairment losses on reform related debt associated with ACT Housing; and
- increased Depreciation and Amortisation expenditure (**\$1.641 million**) mainly due to the transfer of the Chris 21 Payroll Software asset from Chief Minister's Department (CMD) to Shared Services on 1 July 2008.

These have been partially offset by:

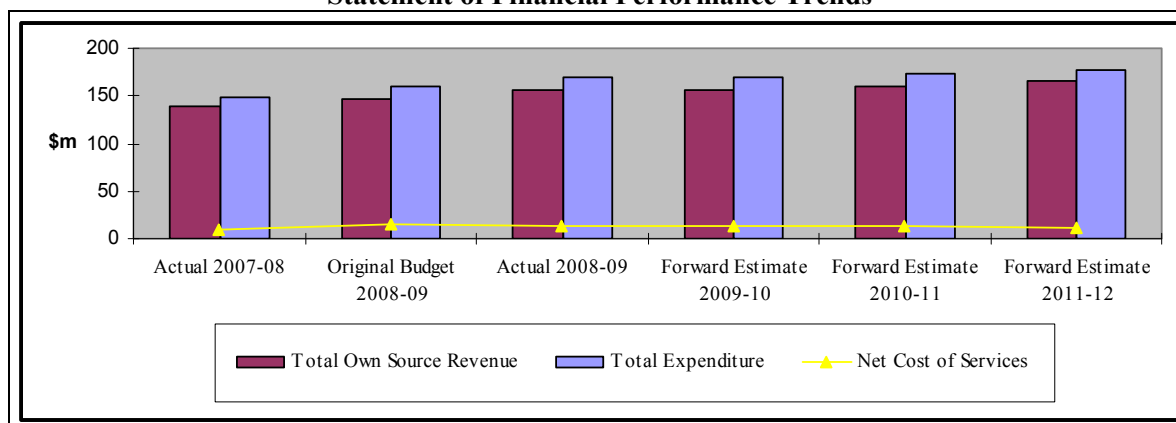
- increased ACT Government User Charges revenue (**\$18.514 million**) mainly due to higher ICT project activity and associated expenditure by ACT Government departments and agencies, higher agency ICT staff numbers and associated costs directly recovered from ACT Government departments and agencies, higher Service Level Agreement charges due to increased consumption of ICT services by ACT Government departments and agencies and higher Procurement Solutions management fees due to higher Capital Works activity. This is partially offset by lower ICT Business System expenditure directly recovered from ACT Government departments and agencies; and

- reduced Borrowing costs (**\$0.461 million**) as a result of InTACT purchasing ICT assets rather than leasing assets.

Future Trends

Shared Services' expenditure and own source revenue is predicted to remain relatively constant across the forward estimate period, with increases in accordance with wage increases and the Consumer Price Index.

Figure 1
Statement of Financial Performance Trends

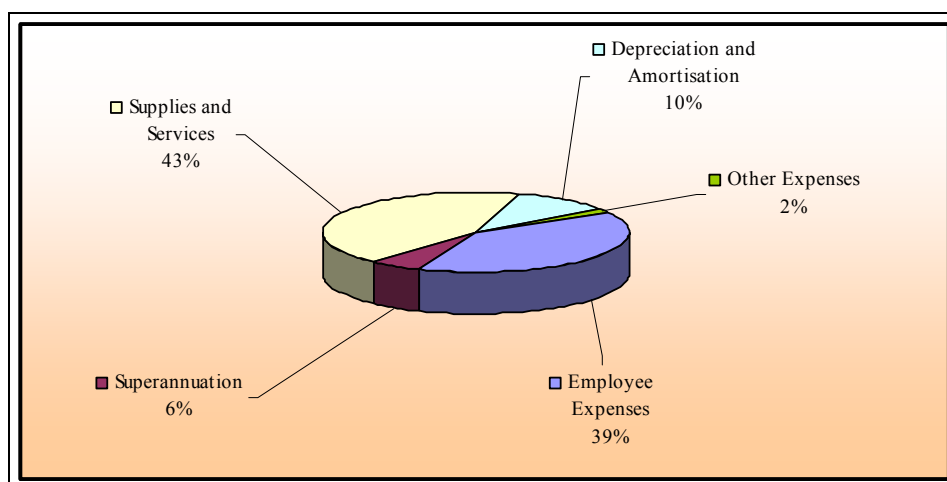


Total Expenditure

Components of Expenditure

Shared Services' core business involves the supply and management of ICT infrastructure, Procurement, Publishing and Records Management services, as well as tactical and transactional Human Resources and Finance services to all ACT Government departments and agencies. The main expenditure items during the year typically include Supplies and Services, Employee expenses, Depreciation and Amortisation as illustrated in Figure 2 below.

Figure 2
Components of Expenditure 2008-09



Comparison to Budget

Shared Services total expenditure of **\$170.345 million** for the year ended 30 June 2009 was **\$9.851 million** or **6%** higher than the budget of **\$160.494 million**. This was due mainly to:

- increased Supplies and Services expenses (**\$6.709 million**) due to higher ICT project activity and associated expenditure by ACT Government departments and agencies, higher operating lease costs due to finalising ICT asset lease commitments, and an increase in contractors costs due to increased project activity and the timing of filling ICT positions permanently. This is partially offset by lower ICT Business System expenditure and staff costs directly recovered from ACT Government departments and agencies and lower computing costs due to lower server maintenance costs and computer software license purchases and installations;
- increased Employee and Superannuation expenses (**\$0.431 million**) mainly as a result of higher annual leave and long service leave expenditure due to the change in the methodology of calculating employee entitlement liabilities partially offset by lower than expected permanent staff numbers due to the timing associated with the recruitment of ICT staff and trainees and a higher number of Fund for Choice contributors than expected; and
- increased Other Expenses (**\$3.213 million**) mainly as a result of recognising impairment losses on reform related debt associated with ACT Housing.

These have been partially offset by:

- reduced Depreciation and Amortisation (**\$0.520 million**) due to delays in the Records Services Mitchell Accommodation refurbishment and lower than forecast asset purchases as the useful life of certain ICT assets have been extended.

Comparison to 2007-08 Actuals

Total expenditure was higher by **\$22.328 million**, or **15%**, than the expenditure for the same period last year of **\$148.017 million**. This was due mainly to:

- increased Employee and Superannuation expenses (**\$10.158 million**) due to the filling of vacant positions in InTACT, Human Resources and Finance Services, higher Procurement Solutions staffing due to increased Capital Works activity and higher annual leave and long service leave expenditure due to the change in the methodology of calculating employee entitlement liabilities;
- increased Supplies and Services expenses (**\$7.777 million**) due to higher ICT project activity and associated expenditure by ACT Government departments and agencies, higher operating lease costs due to finalising ICT asset lease commitments, and an increase in contractors costs due to increased project activity and the timing of filling ICT positions permanently. This is partially offset by lower ICT Business System expenditure directly recovered from ACT Government departments and agencies;
- increased Other Expenses (**\$3.213 million**) mainly as a result of recognising impairment losses on reform related debt associated with ACT Housing; and
- increased Depreciation and Amortisation expenditure (**\$1.641 million**) mainly due to the transfer of the Chris 21 Payroll Software asset from Chief Minister's Department (CMD) to Shared Services on 1 July 2008.

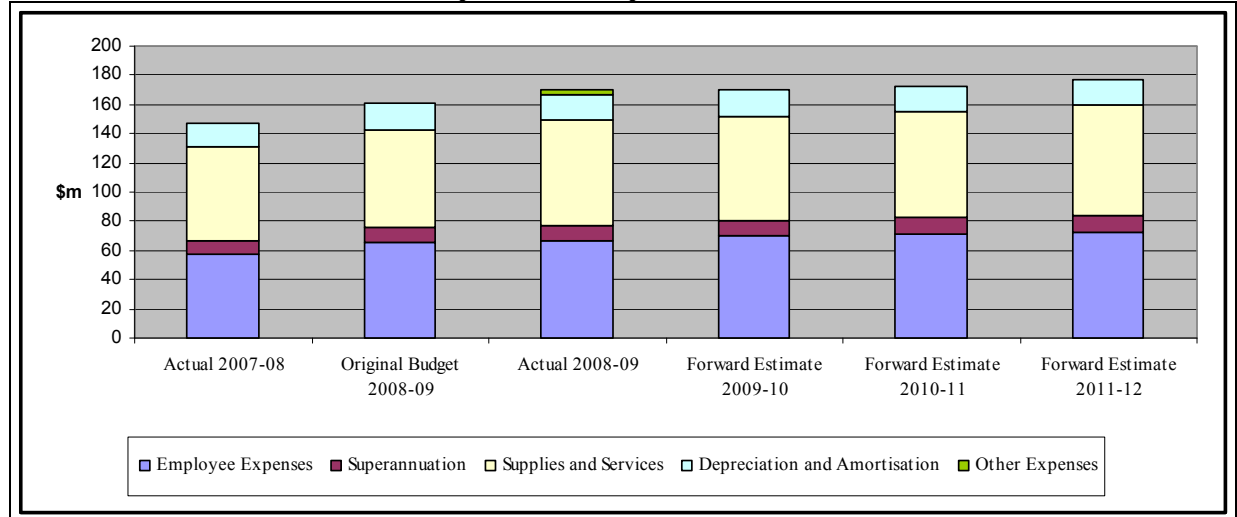
These have been partially offset by:

- reduced Borrowing costs (**\$0.461 million**) as a result of InTACT purchasing ICT assets rather than leasing assets.

Future Trends

The major components of Shared Services' expenditure are projected to slightly increase from 2009-10 into the forward years in accordance with wage increases and the Consumer Price Index.

Figure 3
Components of Expenditure Trends

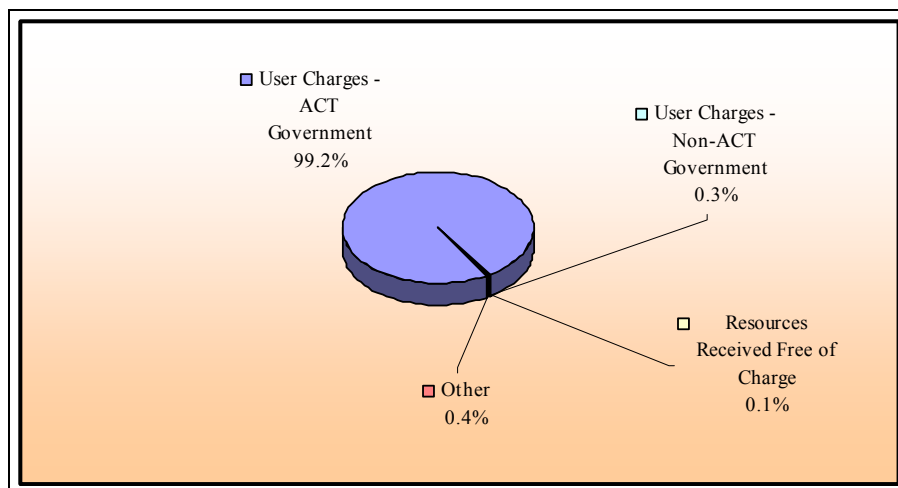


Total Own Source Revenue

Components of Own Source Revenue

Shared Services derived **99.5%** of its own source revenue for the year ended 30 June 2009 from User Charges.

Figure 4
Components of Own Source Revenue 2008-09



Comparison to Budget

Shared Services' total own source revenue for the year ended 30 June 2009 was **\$156.910 million**, which was **\$10.822 million** or **7%** higher than the budget of **\$146.088 million**. This was due to increased ACT Government User Charges revenue (**\$10.517 million**) resulting from higher ICT project expenditure by ACT Government departments and agencies, higher Service Level Agreement charges due to increased consumption of ICT services by ACT Government departments and agencies and

higher Procurement Solutions management fees due to higher Capital Works activity than budgeted offset by lower ICT Business System expenditure and staff costs directly recovered from ACT Government departments and agencies.

Comparison to 2007-08 Actuals

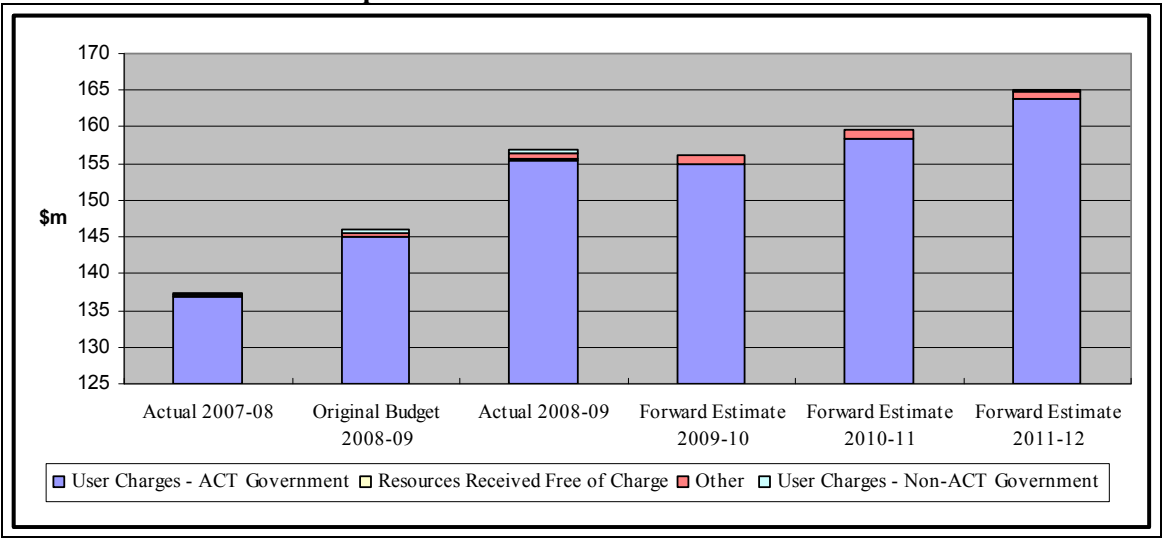
Total own source revenue was higher by **\$18.255 million**, or **13%**, than own source revenue for the same period last year of **\$138.655 million**, as a result of:

- increased ACT Government User Charges revenue (**\$18.514 million**) mainly due to higher ICT project activity and associated expenditure by ACT Government departments and agencies, higher agency ICT staff numbers and associated costs directly recovered from ACT Government departments and agencies, higher Service Level Agreement charges due to increased consumption of ICT services by ACT Government departments and agencies and higher Procurement Solutions management fees due to higher Capital Works activity. This is partially offset by lower ICT Business System expenditure directly recovered from ACT Government departments and agencies.

Future Trends

User Charges will continue to remain the most significant component of own source revenue for Shared Services and are projected to slightly increase from 2009-10 into the forward years in accordance with wage increases and the Consumer Price Index.

Figure 5
Components of Own Source Revenue Trends



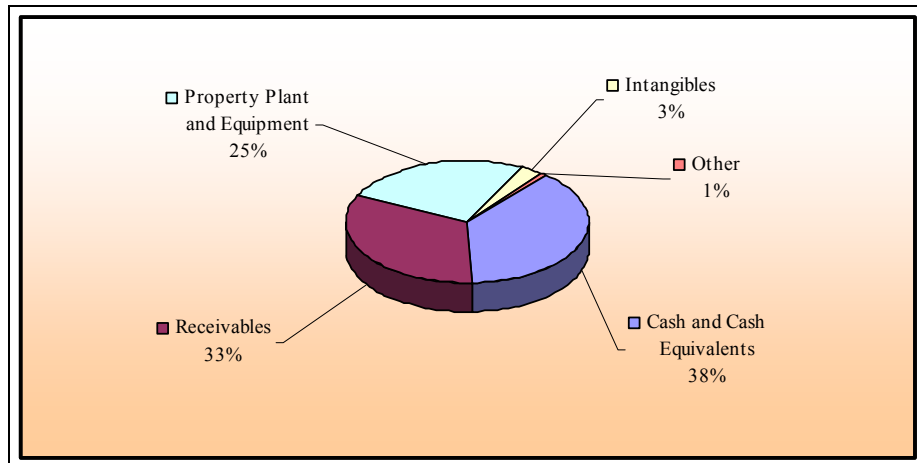
Shared Services’ Financial Position

Total Assets

Components of Assets

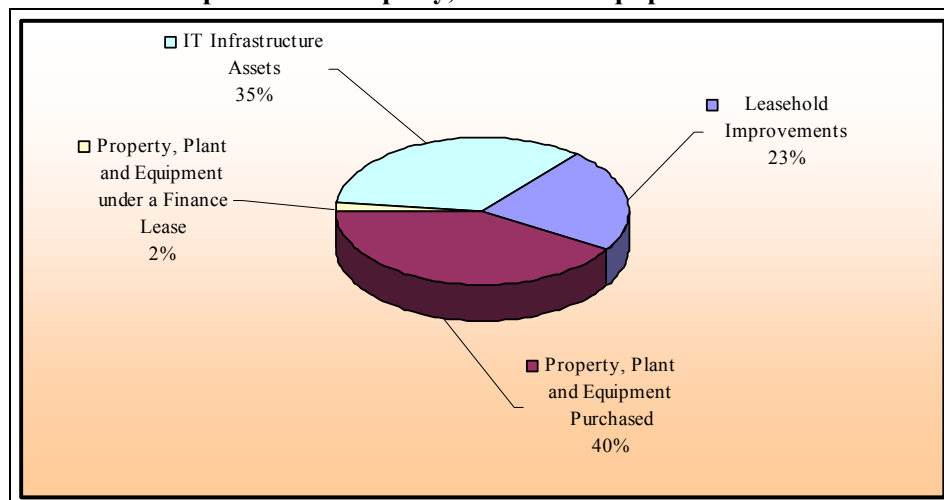
For the year ended 30 June 2009, Shared Services held **38%** of its assets in Cash and Cash Equivalents and **33%** in Receivables. The large portion of assets held in Cash and Cash Equivalents and Receivables as at 30 June 2009 was mainly due to the timing associated with the billing and receipt of monies for Shared Services’ Service Level Agreement charges and Capital Work projects managed by Procurement Solutions on behalf of other ACT Government departments and agencies.

Figure 6
Components of Assets 2008-09



Shared Services' Property, Plant and Equipment mainly comprise ICT infrastructure assets, leasehold improvements and ICT assets used in deriving rental income including desktop computers, printers and other peripheral ICT equipment. Assets under a Finance Lease comprise just **2%** (as shown below in Figure 7) of the value of Shared Services' total non-current assets base, representing motor vehicles only, with the remaining non-current assets owned outright by Shared Services.

Figure 7
Components of Property, Plant and Equipment 2008-09



Comparison to Budget

Shared Services' total asset position as at 30 June 2009 was **\$108.668 million**, which was **\$10.604 million** or **9%** lower than the full year budget of **\$119.272 million**. The variance was due to:

- reduced Cash and Cash Equivalents (**\$10.118 million**) largely due to the timing associated with the billing and receipt of monies for Shared Services' Service Level Agreement charges and Capital Work projects managed by Procurement Solutions on behalf of other ACT Government departments and agencies; and

- reduced Property, Plant and Equipment (**\$12.105 million**) due to delays in the Records Services Mitchell Accommodation refurbishment and lower than forecast asset purchases as the useful life of certain ICT assets have been extended.

These have been partially offset by:

- increased Receivables (**\$10.986 million**) as a result of the timing associated with billing and receiving payments for Shared Services' Service Level Agreement charges and Capital Works projects managed on behalf of other ACT Government departments and agencies.

Comparison to 2007-08 Actuals

Total assets position was lower by **\$0.422 million**, or **0.4%**, than its position as at 30 June 2008 of **\$109.090 million** due to:

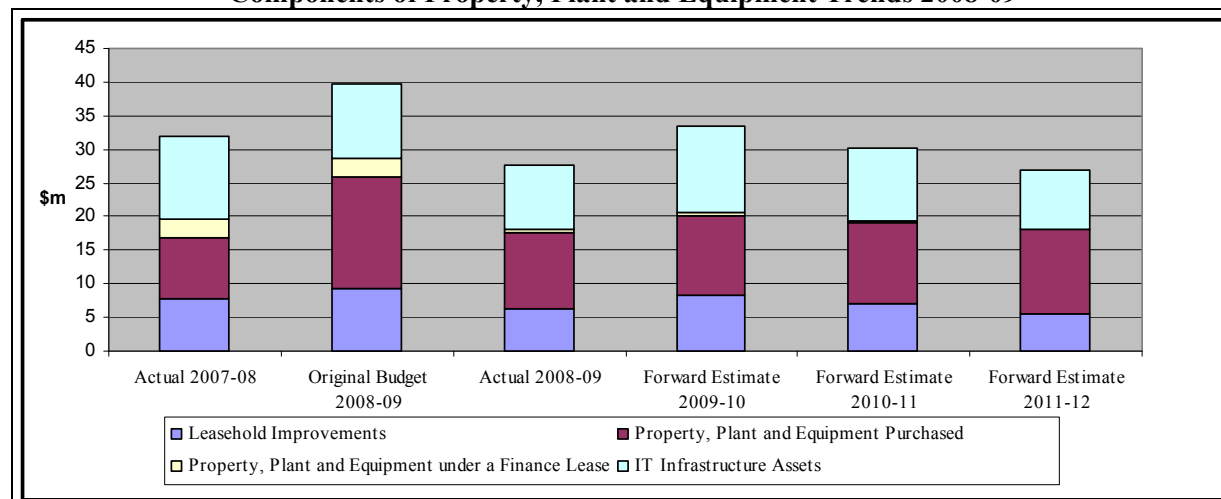
- reduced Cash and Cash Equivalents (**\$9.389 million**) mainly due to the timing associated with the billing and receipt of monies for Shared Services' Capital Work projects managed by Procurement Solutions on behalf of other ACT Government departments and agencies;
- reduced Property, Plant and Equipment (**\$4.399 million**) due to lower asset purchases as the useful life of certain ICT assets have been extended; and
- reduced Other Assets (**\$1.371 million**) as a result of the Oracle license invoice not being received, reconciled and paid by 30 June 2009.

These reductions have been partially offset by:

- increased Receivables (**\$11.564 million**) mainly due to the timing associated with the billing and receipt of monies for Shared Services' Capital Work projects managed by Procurement Solutions on behalf of other ACT Government departments and agencies; and
- increased Intangibles (**\$3.194 million**) for the transfer of the Chris 21 Payroll Software asset from Chief Minister's Department (CMD) to Shared Services on 1 July 2008 and the new Procurement Solutions Business System.

Shared Services' Property, Plant and Equipment value and components will reduce steadily from 2008-09, reflecting the ageing of long term fitout and infrastructure assets, with leased ICT assets disappearing in 2009-10 reflecting Shared Services' decision to purchase ICT assets instead of leasing them.

Figure 8
Components of Property, Plant and Equipment Trends 2008-09

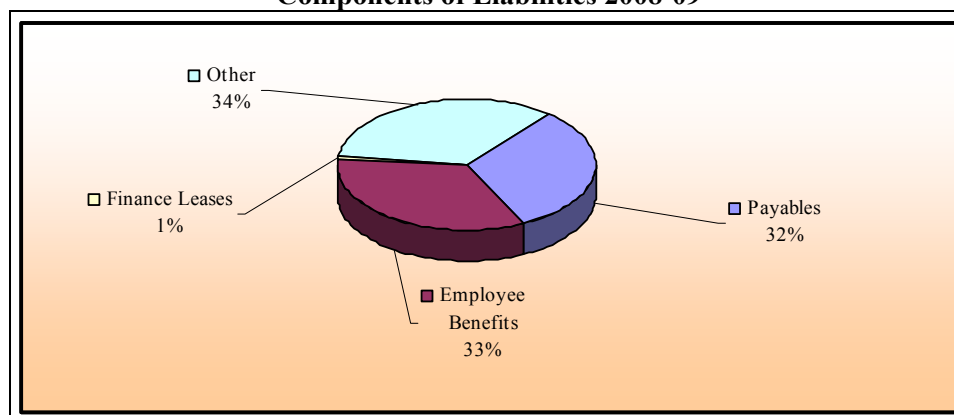


Total Liabilities

Components of Liabilities

For the year ended 30 June 2009, the majority of Shared Services' liabilities related to Other Liabilities (**34%**) and Employee Benefits (**33%**). The balance in Other Liabilities as at 30 June 2009 was primarily for payments received in advance for Capital Works projects managed on behalf of ACT Government departments and agencies. The significant balance in Employee Benefits as at 30 June 2009 represents Shared Services employees' annual leave and long service leave liabilities.

Figure 9
Components of Liabilities 2008-09



Comparison to Budget

Shared Services' total liabilities, as at 30 June 2009 was **\$67.325 million**, which was **\$9.459 million** or **12%** lower than the full year budget of **\$76.784 million**. This was mainly as a result of:

- reduced Payables (**\$8.475 million**) due mainly to the timing associated with the receipt and payment of invoices for Capital Works and Supplies and Services expenditure; and
- reduced Other Liabilities (**\$4.743 million**) due to the timing associated with the receipt and payment of invoices for Capital Works projects.

This has been partially offset by:

- increased Employee Benefits (**\$3.763 million**) due to the change in the methodology of calculating annual leave and long service leave liabilities.

Comparison to 2007-08 Actuals

Total liabilities was higher by **\$1.998 million**, or **3%**, than its position as at 30 June 2008 of **\$65.327 million**, mainly as a result of:

- increased Other liabilities (**\$5.982 million**) due to the timing associated with the receipt and payment of invoices associated with Capital Works projects and the timing associated with the receipt and payment of salary packaging monies; and
- increased Employee Benefits (**\$4.911 million**) mainly due to the change in the methodology of calculating annual leave and long service leave liabilities.

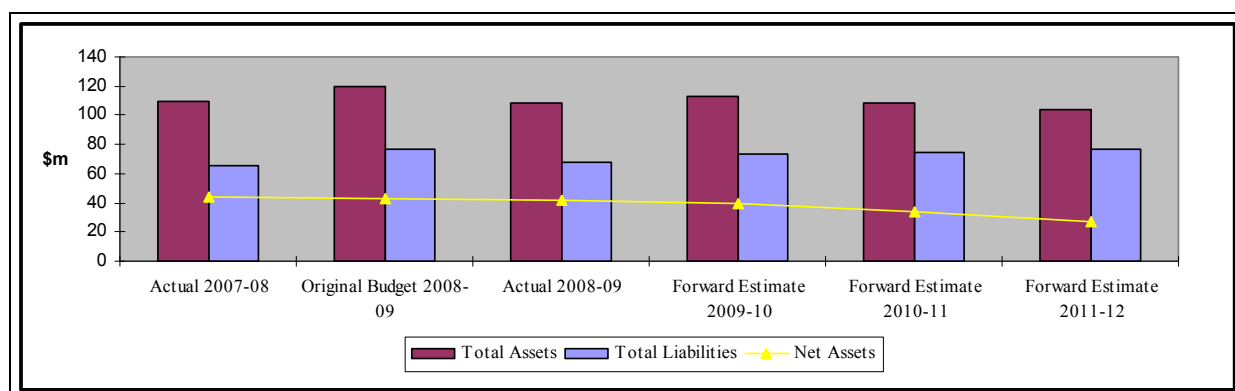
This has been partially offset by:

- reduced Payables (**\$6.676 million**) due mainly to the timing associated with the receipt and payment of invoices for Capital Works and Supplies and Services expenditure; and
- reduced Finance Leases (**\$2.219 million**) due to InTACT purchasing ICT assets rather than leasing assets.

Sustained Asset Base

Shared Services maintains a strong net asset position due to the large amount of assets compared to its liabilities.

Figure 10
Summary Statement of Financial Position



Shared Services' net asset position as at 30 June 2009 was **\$41.343 million**, which was **3%** lower than its full year budgeted net asset position of **\$42.488 million**. The net asset position as at 30 June 2009 and into the forward years clearly indicates that Shared Services remains in a strong position to meet the requirements of ACT Government departments and agencies both now and into the future.

Liquidity

'Liquidity' is the ability of an organisation to satisfy its short-term debts as they fall due. Table 2 below illustrates that Shared Services' liquidity position is currently sound and even into the forward years.

Table 2
Liquidity

	Prior Year Actual	<i>Current Year Budget</i>	Current Year Actual	<i>Forward Year Budget</i>	<i>Forward Year Budget</i>	<i>Forward Year Budget</i>
	2007-08 \$'000s	<i>2008-09 \$'000s</i>	2008-09 \$'000s	<i>2009-10 \$'000s</i>	<i>2010-11 \$'000s</i>	<i>2011-12 \$'000s</i>
Total Current Assets	76,805	<i>76,861</i>	77,592	<i>77,099</i>	<i>76,359</i>	<i>76,161</i>
Total Current Liabilities	63,472	<i>75,574</i>	65,293	<i>71,302</i>	<i>73,292</i>	<i>75,344</i>
Current Ratio	1.2 : 1	<i>1 : 1</i>	1.2 : 1	<i>1.1 : 1</i>	<i>1 : 1</i>	<i>1 : 1</i>

Shared Services' Current Ratio as at 30 June 2009 was **1.2:1**, demonstrating Shared Services' strong position for meeting its short-term debts as they fall due. The higher current year actual figures was due mainly to the timing of receipts and payments (affecting Cash and Cash Equivalents, Receivables and Payables) associated with Capital Work projects managed by Procurement Solutions on behalf of ACT Government departments and agencies.

The 'financial assets to liabilities' measure is an indicator of financial strength and represents the ability of Shared Services to meet its current and recognised future obligations, from those assets capable of conversion to cash. Financial assets include Cash and Cash Equivalents and Receivables.

The ratio as at 30 June 2009 was **1.1:1** (refer Table 3 below), which indicates that Shared Services is well placed to meet its current obligations and even into the forward years.

Table 3
Financial Assets to Total Liabilities Ratios

	Prior Year Actual	<i>Current Year Budget</i>	Current Year Actual	<i>Forward Year Budget</i>	<i>Forward Year Budget</i>	<i>Forward Year Budget</i>
	2007-08 \$'000s	<i>2008-09 \$'000s</i>	2008-09 \$'000s	<i>2009-10 \$'000s</i>	<i>2010-11 \$'000s</i>	<i>2011-12 \$'000s</i>
Total Financial Assets	74,795	<i>76,102</i>	76,970	<i>74,949</i>	<i>74,139</i>	<i>73,871</i>
Total Liabilities	65,327	<i>76,784</i>	67,325	<i>72,831</i>	<i>74,824</i>	<i>76,879</i>
Financial Assets to Liabilities Ratio	1.1 : 1	<i>1 : 1</i>	1.1 : 1	<i>1 : 1</i>	<i>1 : 1</i>	<i>1 : 1</i>

Comparison of June 2009 Net Cost of Services to Budget 2008-09

Description	Original Budget 2008-09 \$'000	Less Actual 2008-09 \$'000	Variance to be explained	
			\$'000	%
<i>Expenditure</i>				
Employee and Superannuation	76,292	76,723	431	0.6%
Supplies and Services	66,025	72,734	6,709	10.2%
Depreciation and Amortisation	18,043	17,523	-520	-2.9%
Borrowing Costs	134	152	18	13.4%
Other Expenses	0	3,213	3,213	100%
<i>Total Expenditure</i>	<i>160,494</i>	<i>170,345</i>	<i>9,851</i>	<i>6.1%</i>
<i>Own Source Revenue</i>				
User Charges – ACT Government	144,976	155,493	10,517	7.3%
User Charges – Non-ACT Government	443	502	59	13.3%
Resources Received free of charge	0	258	258	100%
Interest	18	0	-18	-100.0%
Other Revenue	651	563	-88	-13.5%
Other Gains	0	94	94	100%
<i>Total Own Source Revenue</i>	<i>146,088</i>	<i>156,910</i>	<i>10,822</i>	<i>7.4%</i>
<i>Total Net Cost of Services</i>	<i>14,406</i>	<i>13,435</i>	<i>-971</i>	<i>-6.7%</i>



ACT AUDITOR-GENERAL'S OFFICE



A09/46

Mr Gary Byles
Chief Executive
Department of Territory and Municipal Services
Level 5, Macarthur House
12 Wattle Street
LYNEHAM ACT 2602

Dear Mr Byles

AUDIT REPORT – FINANCIAL REPORT OF THE SHARED SERVICES CENTRE FOR THE YEAR ENDED 30 JUNE 2009

The Audit Office has completed the audit of the financial report of the Shared Services Centre for the year ended 30 June 2009.

I am pleased to attach the audited financial report and the **unqualified** audit report.

I have provided a copy of each of these reports to the Minister for Territory and Municipal Services, Mr Jon Stanhope MLA.

Thank you for the cooperation of the staff of the Shared Services Centre during this audit.

Yours sincerely

Tu Pham
Auditor-General

10 September 2009

c.c. Ms Anne Thomas, Acting Head of Shared Services
Mr Ross Burton, Acting Director, Strategic Finance
Ms Kay Austin, Director, Strategic Coordination
Mr Will Laurie, Chair, Audit Committee



ACT AUDITOR-GENERAL'S OFFICE



INDEPENDENT AUDIT REPORT

SHARED SERVICES CENTRE

To the Members of the ACT Legislative Assembly

Report on the financial report

I have audited the financial report of the Shared Services Centre for the year ended 30 June 2009. The financial report is comprised of the operating statement, balance sheet, statement of changes in equity, cash flow statement, statement of appropriation and accompanying notes.

Responsibility for the financial report

The Chief Executive of the Department of Territory and Municipal Services is responsible for the preparation and fair presentation of the financial report in accordance with the *Financial Management Act 1996*. This includes responsibility for maintaining adequate accounting records and internal controls that are designed to prevent and detect fraud and error and for the accounting policies and estimates used in the preparation of the financial report.

The auditor's responsibility

My responsibility is to express an independent audit opinion on the financial report of the Shared Services Centre based on my audit as required by the *Financial Management Act 1996*.

The audit was conducted in accordance with Australian Auditing Standards to provide reasonable assurance that the financial report is free of material misstatement.

I formed the audit opinion by performing audit procedures to obtain evidence about the amounts and disclosures in the financial report. As these procedures are influenced by the use of professional judgement, selective testing of evidence supporting the amounts and other disclosures in the financial report, inherent limitations of internal control and the availability of persuasive rather than conclusive evidence, an audit cannot guarantee that all material misstatements have been detected.

Although the effectiveness of internal controls is considered when determining the nature and extent of audit procedures, the audit was not designed to provide assurance on internal controls.

The audit is not designed to provide assurance on the appropriateness of budget information included in the financial report or to evaluate the prudence of decisions made by the Shared Services Centre.

Electronic presentation of the audited financial report

Those viewing an electronic presentation of this financial report should note that the audit does not provide assurance on the integrity of information presented electronically and does not provide an opinion on any other information which may have been hyperlinked to or from this report. If users of the report are concerned with the inherent risks arising from the electronic presentation of information, they are advised to refer to the printed copy of the audited financial report to confirm the accuracy of this electronically presented information.

Independence

I followed applicable independence requirements of Australian professional ethical pronouncements in conducting the audit.

Audit opinion

In my opinion, the financial report of the Shared Services Centre for the year ended 30 June 2009:

- (i) is presented in accordance with the *Financial Management Act 1996*, Accounting Standards and other mandatory financial reporting requirements in Australia; and
- (ii) presents fairly the financial position of the Shared Services Centre as at 30 June 2009 and the results of its operations and its cash flows for the year then ended.

This audit opinion should be read in conjunction with the above information.




Tu Pham
Auditor-General
10 September 2009

**Shared Services Centre
Financial Report
For the Year Ended 30 June 2009**

Statement of Responsibility

In my opinion, the financial report is in agreement with the Shared Services Centre's accounts and records and fairly reflects the financial operations of the Shared Services Centre for the year ended 30 June 2009 and the financial position of the Shared Services Centre on that date.



Gary Byles
Chief Executive
Department of Territory and Municipal Services

23 July 2009

**Shared Services Centre
Financial Report
For the Year Ended 30 June 2009**

Statement by the Chief Finance Officer

In my opinion, the financial report has been prepared in accordance with generally accepted accounting principles, and is in agreement with the Shared Services Centre's accounts and records and fairly reflects the financial operations of the Shared Services Centre for the year ended 30 June 2009 and the financial position of the Shared Services Centre on that date.



Ross Burton
Chief Finance Officer
Shared Services Centre

23 July 2009

50-80



SHARED SERVICES CENTRE FINANCIAL REPORT
FOR YEAR ENDED 30 JUNE 2009

**Shared Services Centre
Operating Statement
For the Year Ended 30 June 2009**

		Actual	Original	
	Note	2009	Budget	Actual
	No.	\$'000	2009	2008
			\$'000	\$'000
Income				
<i>Revenue</i>				
Government Payment for Outputs	4	5,666	5,666	5,405
User Charges - ACT Government	5	155,493	144,976	136,979
User Charges - Non-ACT Government	5	502	443	227
Interest	6	-	18	-
Resources Received Free of Charge	7	258	-	163
Other Revenue	8	563	651	102
<i>Total Revenue</i>		<u>162,482</u>	<u>151,754</u>	<u>142,876</u>
<i>Gains</i>				
Other Gains	9	94	-	1,184
<i>Total Gains</i>		<u>94</u>	<u>-</u>	<u>1,184</u>
Total Income		<u>162,576</u>	<u>151,754</u>	<u>144,060</u>
Expenses				
Employee Expenses	10	67,041	65,489	57,570
Superannuation Expenses	11	9,682	10,803	8,995
Supplies and Services	12	72,734	66,025	64,957
Depreciation and Amortisation	13	17,523	18,043	15,882
Borrowing Costs	14	152	134	613
Other Expenses	15	3,213	-	-
Total Expenses		<u>170,345</u>	<u>160,494</u>	<u>148,017</u>
Operating (Deficit)		<u>(7,769)</u>	<u>(8,740)</u>	<u>(3,957)</u>

The above Operating Statement should be read in conjunction with the accompanying notes.

**Shared Services Centre
Balance Sheet
As at 30 June 2009**

	Note No.	Actual 2009 \$'000	Original Budget 2009 \$'000	Actual 2008 \$'000
Current Assets				
Cash and Cash Equivalents	19	41,548	51,666	50,937
Receivables	20	35,422	24,436	23,858
Inventories	21	10	33	31
Other Assets	24	612	726	1,979
Total Current Assets		77,592	76,861	76,805
Non-Current Assets				
Property, Plant and Equipment	22	27,648	39,753	32,047
Intangible Assets	23	3,194	2,111	-
Other Assets	24	234	547	238
Total Non-Current Assets		31,076	42,411	32,285
Total Assets		108,668	119,272	109,090
Current Liabilities				
Payables	25	21,275	29,750	27,951
Finance Leases	26	267	497	1,886
Employee Benefits	27	20,787	17,620	16,653
Other Liabilities	28	22,964	27,707	16,982
Total Current Liabilities		65,293	75,574	63,472
Non-Current Liabilities				
Finance Leases	26	226	-	826
Employee Benefits	27	1,806	1,210	1,029
Total Non-Current Liabilities		2,032	1,210	1,855
Total Liabilities		67,325	76,784	65,327
Net Assets		41,343	42,488	43,763
Equity				
Accumulated Funds	29	37,562	39,379	39,982
Asset Revaluation Reserve	29	3,781	3,109	3,781
Total Equity		41,343	42,488	43,763

The above Balance Sheet should be read in conjunction with the accompanying notes.

**Shared Services Centre
Statement of Changes in Equity
For the Year Ended 30 June 2009**

	Note No.	Actual 2009 \$'000	Original Budget 2009 \$'000	Actual 2008 \$'000
Total Equity at the Beginning of the Reporting Period		43,763	41,713	42,628
<i>Accumulated Funds</i>				
Operating (Deficit)	29	(7,769)	(8,740)	(3,957)
<i>Reserves</i>				
Increase in the Asset Revaluation Reserve	29	-	-	3,781
Total Income and Expense Recognised Directly in Equity for the Reporting Period		(7,769)	(8,740)	(176)
Transactions Involving Equity Holders Affecting Accumulated Funds				
Capital Injections	29	2,171	6,437	3,507
Capital (Distributions) ^a	29	-	(100)	(1,817)
Net Assets (Liabilities) transferred in due to an Administrative Restructure ^b	29	3,178	3,178	(379)
Total Transactions Involving Equity Holders Affecting Accumulated Funds		5,349	9,515	1,311
Total Equity at the End of the Reporting Period		41,343	42,488	43,763

a) Represents superannuation savings returned to the Department of Treasury.

b) Represents the transfer of the Chris 21 Payroll Software asset during 2008-09 and the transfer of employee entitlement liabilities for Canberra Institute of Technology staff transferred to Shared Services during 2007-08.

**Shared Services Centre
Cash Flow Statement
For the Year Ended 30 June 2009**

	Note No.	Actual 2009 \$'000	Original Budget 2009 \$'000	Actual 2008 \$'000
Cash Flows from Operating Activities				
Receipts				
Government Payment for Outputs		5,666	5,666	5,405
User Charges - ACT Government		145,722	145,820	140,709
User Charges - Non-ACT Government		471	443	233
Interest Received		-	18	-
Goods and Services Input Tax Credits from the Australian Taxation Office		34,314	37,708	38,007
Goods and Services Tax Collected from Customers		39,816	38,807	43,000
Reimbursement for Capital Works Managed ^a		265,689	253,944	280,216
Other		137	751	1,238
Total Receipts from Operating Activities		491,815	483,157	508,808
Payments				
Employee		62,139	63,863	56,510
Superannuation		9,673	10,601	8,988
Supplies and Services		81,818	67,084	70,257
Borrowing Costs		244	134	544
Goods and Services Input Tax Credits Remitted to the Australian Taxation Office		38,920	38,805	43,674
Goods and Services Tax Paid to Suppliers		34,023	37,708	36,681
Payments for Capital Works Managed ^b		264,859	253,944	289,075
Other		-	297	-
Total Payments from Operating Activities		491,676	472,436	505,729
Net Cash Inflows from Operating Activities	35	139	10,721	3,079
Cash Flows from Investing Activities				
Receipts				
Proceeds from Sale of Property, Plant and Equipment		15	100	48
Total Receipts from Investing Activities		15	100	48
Payments				
Purchase of Property, Plant and Equipment		13,239	17,186	7,811
Total Payments from Investing Activities		13,239	17,186	7,811
Net Cash (Outflows) from Investing Activities		(13,224)	(17,086)	(7,763)

a) Represents receipts received from ACT Government departments and agencies for Capital Works projects managed on their behalf.

b) Represents payments made to third parties for Capital Works projects managed on behalf of other ACT Government departments and agencies.

**Shared Services Centre
Cash Flow Statement - Continued
For the Year Ended 30 June 2009**

	Note No.	Actual 2009 \$'000	Original Budget 2009 \$'000	Actual 2008 \$'000
Cash Flows from Financing Activities				
Receipts				
Capital Injections		2,171	6,437	3,507
Receipts of Transferred Cash Balances ^c		3,595	-	-
Net Movement in the Human Resource Management System (HRMS) Bank Account ^d		941	-	-
Total Receipts from Financing Activities		6,707	6,437	3,507
Payments				
Distributions to Government		-	100	1,817
Net Movement in the Human Resource Management System (HRMS) Bank Account ^d		-	-	235
Repayment of Finance Leases		3,011	1,767	4,336
Total Payments from Financing Activities		3,011	1,867	6,388
Net Cash Inflows/(Outflows) from Financing Activities		3,696	4,570	(2,881)
Net (Decrease) in Cash and Cash Equivalents Held		(9,389)	(1,795)	(7,565)
Cash and Cash Equivalents at the Beginning of the Reporting Period		50,937	53,461	58,502
Cash and Cash Equivalents at the End of the Reporting Period	35	41,548	51,666	50,937

c) Represents the one-off transfer of Salary Packaging bank accounts to Shared Services from the Department of Education and Training in September 2008.

d) Represents payroll transactions received and dispersed for ACT Government departments and agencies on their behalf (see Note 19 'Cash and Cash Equivalents').

Non-Cash Financing Activities

Non-cash financing activities are disclosed in Note 35 'Cash Flow Reconciliation'.

The above Cash Flow Statement should be read in conjunction with the accompanying notes.

**Shared Services Centre
Summary of Department Output Classes
For the Year Ended 30 June 2009**

	Output Class 1 InTACT \$'000	Output Class 2 Procurement Support Services \$'000	Output Class 3 Human Resources Services \$'000	Output Class 4 Finance Services \$'000	Total \$'000
2009					
Total Income before Intra-Departmental Eliminations	118,211	16,165	20,697	12,692	167,765
Intra-Departmental Eliminations - Income	(3,886)	(214)	(378)	(711)	(5,189)
Total Income	114,325	15,951	20,319	11,981	162,576
Total Expenses before Intra-Departmental Eliminations	121,010	18,510	22,442	13,572	175,534
Intra-Departmental Eliminations - Expenses	(1,613)	(840)	(2,055)	(681)	(5,189)
Total Expenses	119,397	17,670	20,387	12,891	170,345
Operating (Deficit)	(5,072)	(1,719)	(68)	(910)	(7,769)
2008					
Total Income before Intra-Departmental Eliminations	102,782	13,055	18,954	13,115	147,906
Intra-Departmental Eliminations - Income	(2,533)	(247)	(365)	(701)	(3,846)
Total Income	100,249	12,808	18,589	12,414	144,060
Total Expenses before Intra-Departmental Eliminations	108,016	12,850	17,631	13,366	151,863
Intra-Departmental Eliminations - Expenses	(1,544)	(668)	(895)	(739)	(3,846)
Total Expenses	106,472	12,182	16,736	12,627	148,017
Operating (Deficit)/Surplus	(6,223)	626	1,853	(213)	(3,957)

Shared Services Centre
Operating Statement for Output Class 1 – InTACT
For the Year Ended 30 June 2009

Description

Output Class 1: "InTACT" is a shared Information and Communication Technology (ICT) service organisation providing a complete range of ICT services to ACT Government departments and agencies, including infrastructure, applications support and development, ICT policy and ICT project services as well as records management and publishing services.

	Actual	Original	
	2009	Budget	Actual
	\$'000	2009	2008
		\$'000	\$'000
Income			
<i>Revenue</i>			
Government Payment for Outputs	4,149	4,149	1,745
User Charges – ACT Government	109,807	100,911	97,124
User Charges – Non-ACT Government	177	443	75
Resources Received Free of Charge	69	-	42
Other Revenue	29	239	79
<i>Total Revenue</i>	114,231	105,742	99,065
<i>Gains</i>			
Other Gains	94	-	1,184
<i>Total Gains</i>	94	-	1,184
Total Income	114,325	105,742	100,249
Expenses			
Employee Expenses	33,124	32,742	27,441
Superannuation Expenses	4,810	5,894	4,371
Supplies and Services	65,067	59,595	58,973
Depreciation	14,944	15,206	15,081
Borrowing Costs	146	134	606
Other Expenses	1,306	-	-
Total Expenses	119,397	113,571	106,472
Operating (Deficit)	(5,072)	(7,829)	(6,223)

Adjustment to Prior Year Comparatives

Intra-Departmental transactions have been eliminated for consistency with changes to the 2008-09 Actuals and Budget.

Shared Services Centre

Operating Statement for Output Class 2 – Procurement Support Services

For the Year Ended 30 June 2009

Description

Output Class 2: “Procurement Support Services” (Procurement Solutions) undertakes procurement activities on behalf of ACT Government departments and agencies for infrastructure, capital works and goods and services. It advises the ACT Government on procurement and related construction industry policy; is responsible for the development and implementation of the Government’s procurement policy; administers a range of pre-qualification schemes; and establishes and manages whole-of-government contracts.

	Actual 2009 \$'000	Original Budget 2009 \$'000	Actual 2008 \$'000
Income			
<i>Revenue</i>			
Government Payment for Outputs	1,443	1,443	1,363
User Charges – ACT Government	13,980	11,688	11,156
User Charges – Non-ACT Government	325	-	152
Interest	-	18	23
Resources Received Free of Charge	174	-	114
Other Revenue	29	-	-
<i>Total Revenue</i>	<u>15,951</u>	<u>13,149</u>	<u>12,808</u>
Total Income	<u>15,951</u>	<u>13,149</u>	<u>12,808</u>
Expenses			
Employee Expenses	10,206	9,281	8,560
Superannuation Expenses	1,503	1,489	1,316
Supplies and Services	4,026	2,035	2,182
Depreciation	24	63	120
Borrowing Costs	5	-	4
Other Expenses	1,906	-	-
Total Expenses	<u>17,670</u>	<u>12,868</u>	<u>12,182</u>
Operating (Deficit)/Surplus	<u>(1,719)</u>	<u>281</u>	<u>626</u>

Adjustment to Prior Year Comparatives

Intra-Departmental transactions have been eliminated for consistency with changes to the 2008-09 Actuals and Budget.

Shared Services Centre
Operating Statement for Output Class 3 – Human Resources Services
For the Year Ended 30 June 2009

Description

Output Class 3: “Human Resources Services” provides tactical and transactional human resource services to ACT Government departments and agencies.

	Actual	Original	Actual
	2009	Budget	2008
	\$'000	\$'000	\$'000
Income			
<i>Revenue</i>			
Government Payment for Outputs	39	39	1,244
User Charges – ACT Government	19,766	20,257	17,341
Resources Received Free of Charge	9	-	4
Other Revenue	505	412	-
<i>Total Revenue</i>	20,319	20,708	18,589
Total Income	20,319	20,708	18,589
Expenses			
Employee Expenses	14,160	14,073	12,583
Superannuation Expenses	1,955	2,075	1,944
Supplies and Services	2,184	2,919	1,868
Depreciation and Amortisation	2,088	2,272	341
Total Expenses	20,387	21,339	16,736
Operating (Deficit)/Surplus	(68)	(631)	1,853

Adjustment to Prior Year Comparatives

Intra-Departmental transactions have been eliminated for consistency with changes to the 2008-09 Actuals and Budget.

Shared Services Centre
Operating Statement for Output Class 4 – Finance Services
For the Year Ended 30 June 2009

Description

Output Class 4: "Finance Services" provides tactical and transactional finance services to ACT Government departments and agencies.

	Actual 2009 \$'000	Original Budget 2009 \$'000	Actual 2008 \$'000
Income			
<i>Revenue</i>			
Government Payment for Outputs	35	35	1,053
User Charges – ACT Government	11,940	12,120	11,358
Resources Received Free of Charge	6	-	3
<i>Total Revenue</i>	11,981	12,155	12,414
Total Income	11,981	12,155	12,414
Expenses			
Employee Expenses	9,551	9,393	8,987
Superannuation Expenses	1,414	1,345	1,364
Supplies and Services	1,457	1,476	1,934
Depreciation	467	502	340
Borrowing Costs	1	-	2
Other Expenses	1	-	-
Total Expenses	12,891	12,716	12,627
Operating (Deficit)	(910)	(561)	(213)

Adjustment to Prior Year Comparatives

Intra-Departmental transactions have been eliminated for consistency with changes to the 2008-09 Actuals and Budget.

**Shared Services Centre
Departmental Statement of Appropriation
For the Year Ended 30 June 2009**

	Original Budget 2009 \$'000	Total Appropriated 2009 \$'000	Appropriation Drawn 2009 \$'000	Appropriation Drawn 2008 \$'000
Departmental				
Government Payment for Outputs	5,666	5,666	5,666	5,405
Capital Injections	6,437	6,437	2,171	3,507
Total Departmental Appropriation	12,103	12,103	7,837	8,912

Column Heading Explanations

The *Original Budget* column shows the amounts that appear in the Cash Flow Statement in the Budget Papers. This amount also appears in this financial report, in the Cash Flow Statement of the Shared Services Centre.

The *Total Appropriated* column is inclusive of all appropriation variations occurring after the Original Budget.

The *Appropriation Drawn* is the total amount of appropriation received by the Shared Services Centre during the year. This amount appears in this financial report, in the Cash Flow Statement of the Shared Services Centre.

Variances between 'Total Appropriated' and 'Appropriation Drawn'

Capital Injections

The difference between the Total Appropriated for Shared Services and the Appropriation Drawn is mainly due to the rollover of funds to 2009-10 for the Records Services Mitchell Accommodation refurbishment and the Routine Replacement of Obsolete Critical Network Hardware as a result of timing issues.

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Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 1. OBJECTIVES OF THE SHARED SERVICES CENTRE

Operations and Principal Activities

The Shared Services Centre (Shared Services) provides Information and Communication Technology (ICT), Procurement, Publishing and Records Management services, as well as tactical and transactional Human Resource and Finance services, to ACT Government departments and agencies.

Shared Services consolidates these traditional core administrative functions to achieve economies of scale, standardised and streamlined processes and an overall reduction in costs. This also allows agencies to focus on their core business of providing services to the community.

Shared Services will achieve its objectives by working closely with its clients to identify appropriate services, and agree on mechanisms for delivery that are efficient and cost effective.

NOTE 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) Basis of Accounting

The *Financial Management Act 1996* requires the preparation of annual financial statements (financial report) for ACT Government Departments.

The *Financial Management Act 1996* and the *Financial Management Guidelines* issued under the Act, require a Department's financial reports to include:

- (i) an Operating Statement for the year;
- (ii) a Balance Sheet at the end of the year;
- (iii) a Statement of Changes in Equity for the year;
- (iv) a Cash Flow Statement for the year;
- (v) a Statement of Appropriation for the year;
- (vi) an Operating Statement for each class of output for the year;
- (vii) a summary of the significant accounting policies adopted for the year; and
- (viii) such other statements as necessary to fairly reflect the financial operations of Shared Services during the year and its financial position at the end of the year.

This general purpose financial report has been prepared to comply with 'Generally Accepted Accounting Principles' as required by the *Financial Management Act 1996*. The financial report has been prepared in accordance with:

- (i) Australian Equivalents to International Financial Reporting Standards (AIFRS), comprising accounting standards and accounting interpretations issued by the Australian Accounting Standards Board and the former Urgent Issues Group; and
- (ii) ACT Accounting Policies.

This financial report has been prepared using the accrual basis of accounting, which recognises the effects of transactions and events when they occur. This financial report has also been prepared according to the historical cost convention, except for assets which were valued in accordance with the (re)valuation policies applicable to Shared Services during the reporting period.

This financial report is presented in Australian dollars, which is Shared Services' functional currency.

Shared Services is an individual reporting entity.

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES – CONTINUED

(b) The Reporting Period

The financial report states the financial performance, changes in equity and cash flows of Shared Services for the year ending 30 June 2009 together with the financial position of Shared Services as at 30 June 2009.

(c) Comparative Figures

Budget Figures

To facilitate a comparison with the Budget Papers, as required by the *Financial Management Act 1996*, budget information for 2008-09 has been presented in the financial report. Budget numbers in the financial report are the original budget numbers that appear in the Budget Papers.

Prior Year Comparatives

Comparative information has been disclosed in respect of the previous period for amounts reported in the financial report, except where an Australian Accounting Standard does not require comparative information to be disclosed.

Where the presentation or classification of items in the financial report is amended, the comparative amounts have been reclassified where practical. Where a reclassification has occurred, the nature, amount and reason for the reclassification is provided.

(d) Rounding

All amounts in the financial report have been rounded to the nearest thousand dollars (\$'000). Use of “-” represents zero amounts or amounts rounded down to zero.

(e) Revenue Recognition

Revenue is recognised at the fair value of the consideration received or receivable in the Operating Statement. All revenue is recognised to the extent that it is probable that the economic benefits will flow to Shared Services and the revenue can be reliably measured. Shared Services’ main sources of revenue are User Charges (see Note 5) and Government Payment for Outputs (see Note 4). In addition, the following specific recognition criteria must be met before revenue is recognised:

Sale or Rental of Goods

Shared Services’ user charges revenue includes the sale or rental of goods to other ACT Government departments and agencies and Non-ACT Government customers. Such revenue is recognised upon the delivery of goods to customers.

Rendering of Services

User charge revenue is also derived from the rendering of a service, which is recognised upon delivery of that service to customers, or by reference to the stage of completion of contracts or agreements for the services involved. The stage of completion is determined on the basis of the ratio of costs incurred to date to the estimated total costs of the transaction.

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES – CONTINUED

(f) Resources Received and Provided Free of Charge

Resources received free of charge are recorded as a revenue and expense in the Operating Statement at fair value. The revenue is separately disclosed under resources received free of charge, with the expense being recorded in the line item to which it relates.

Goods and services received free of charge from ACT Government agencies are recorded as resources received free of charge, where as goods and services received free of charge from entities external to the ACT Government are recorded as donations. Services that are received free of charge are only recorded in the Operating Statement if they can be reliably measured and would have been purchased if not provided to Shared Services free of charge.

Resources provided free of charge are recorded at their fair value in the expense line items to which they relate.

(g) Repairs and Maintenance

Shared Services undertakes major cyclical maintenance on its infrastructure assets. Where the maintenance leads to an upgrade of the asset, and increases the service potential of the existing infrastructure asset, the cost is capitalised. Maintenance expenses which do not increase the service potential of the asset are expensed.

(h) Borrowing Costs

Borrowings costs are expensed in the period in which they are incurred.

(i) Waivers of Debt

Debts that are waived under section 131 of the *Financial Management Act 1996* are expensed during the year in which the right to payment was waived. Further details of waivers are disclosed at Note 16 'Waivers, Impairment Losses and Write-Offs'.

(j) Current and Non-Current Items

Assets and Liabilities are classified as current or non-current in the Balance Sheet and in the relevant notes. Assets are classified as current where they are expected to be realised within 12 months after the reporting date. Liabilities are classified as current when they are due to be settled within 12 months after the reporting date or Shared Services does not have an unconditional right to defer the settlement of the liability for at least 12 months after the reporting date.

Assets or liabilities which do not fall within the current classification are classified as non-current.

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES – CONTINUED

(k) Impairment of Assets

Shared Services assesses, at each reporting date, whether there is any indication that an asset may be impaired. Assets are also reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. However, intangible assets that are not yet available for use are tested annually for impairment regardless of whether there is an indication of impairment, or more frequently if events or circumstances indicate they might be impaired.

Any resulting impairment losses, for infrastructure assets and leasehold improvements, are recognised as a decrease in the Asset Revaluation Reserve relating to these classes of assets. Where the impairment loss is greater than the balance in the Asset Revaluation Reserve for the relevant class of asset, the difference is expensed in the Operating Statement. Impairment losses for plant and equipment, and intangible assets are recognised in the Operating Statement. Also, the carrying amount of the asset is reduced to its recoverable amount.

An impairment loss is the amount by which the carrying amount of an asset (or a cash-generating unit) exceeds its recoverable amount. The recoverable amount is the higher of 'fair value less cost to sell' and its 'value in use'. An asset's 'value in use' is its depreciated replacement cost, where the asset would be replaced if Shared Services were deprived of it. Non-financial assets that have previously been impaired are reviewed for possible reversal of impairment at each reporting date.

(l) Cash and Cash Equivalents

For the purposes of the Cash Flow Statement and the Balance Sheet, cash includes cash at bank and cash on hand. Cash equivalents are short-term, highly liquid investments that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value. Bank overdrafts are included in cash and cash equivalents in the Cash Flow Statement but not in the cash and cash equivalents line on the Balance Sheet.

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES – CONTINUED

(m) Receivables

Accounts receivable (including trade receivables and other receivables) are initially recognised at fair value and are subsequently measured at amortised cost, with any adjustments to the carrying amount being recorded in the Operating Statement.

Trade receivables arise in the normal course of selling goods and services to other agencies and to the public. Trade receivables are payable within 30 days after the issue of an invoice or the goods/services have been provided under a contractual arrangement.

Other trade receivables arise outside the normal course of selling goods and services to other agencies. Other trade receivables are payable within 30 days after the issue of an invoice or the goods/services have been provided under a contractual arrangement.

The allowance for impairment losses represents the amount of trade receivables and other trade receivables that Shared Services estimates will not be repaid. Shared Services determines the allowance for impairment losses based on objective evidence and a review of balances within trade debtors that are unlikely to be collected. Shared Services considers the following is objective evidence of impairment:

- Debts more than 60 days overdue; or
- Identified disputed invoices.

The allowance for impairment losses is written back against the receivables account when Shared Services ceases action to collect the debt as it considers that it will cost more to recover the debt than the debt is worth.

(n) Inventories

Inventories are stated at the lower of cost and net realisable value. Cost comprises the purchase price of inventories as well as transport, handling and other costs directly attributable to the acquisition of inventories. Trade discounts, rebates and other similar items are deducted in determining the costs of purchase. The cost of inventories is assigned using the first-in, first-out method.

Net realisable value is determined using the estimated sales proceeds less costs incurred in marketing, selling and distribution to customers.

(o) Acquisition and Recognition of Property, Plant and Equipment

Property, plant and equipment is initially recorded at cost. Cost includes the purchase price, directly attributable costs and the estimated cost of dismantling and removing the item (where, upon acquisition, there is a present obligation to remove the item).

Where property, plant and equipment is acquired at no cost, or minimal cost, cost is its fair value as at the date of acquisition. However property, plant and equipment acquired at no cost or minimal cost as part of a Restructuring of Administrative Arrangements is measured at the transferor's book value.

**Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009**

NOTE 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES – CONTINUED

(o) Acquisition and Recognition of Property, Plant and Equipment - Continued

Where payment for property, plant and equipment is deferred beyond normal credit terms, the difference between its cash price equivalent and the total payment is measured as interest over the period of credit. The discount rate used to calculate the cash price equivalent is an asset specific rate.

Shared Services capitalises all non-current physical assets with a value of \$2,000 or more. If a certain category of physical asset (i.e. desktops, printers, faxes, etc) is considered material because of the volume and nature of the assets purchased, then even though the individual cost of these assets may be less than \$2,000 they are still capitalised and recorded as assets in the Balance Sheet.

(p) Measurement of Property, Plant and Equipment after Initial Recognition

Property, plant and equipment is valued using the revaluation model of valuation. Infrastructure assets, leasehold improvements and plant and equipment are measured at fair value.

Fair value is the amount for which an asset could be exchanged between knowledgeable willing parties in an arm's length transaction. Fair value is measured using market based evidence available for that asset (or a similar asset), as this is the best evidence of an asset's fair value. Where the market price for an asset cannot be obtained because the asset is specialised and is rarely sold, depreciated replacement cost is used as fair value.

Property, plant and equipment assets are revalued every 3 years. However, if at any time management considers that the carrying amount of an asset materially differs from its fair value, then the asset will be revalued regardless of when the last valuation took place. Any accumulated depreciation relating to property, plant and equipment at the date of revaluation is written-back against the gross carrying amount of the asset and the net amount is restated to the revalued amount of the asset.

In January 2008, Shared Services had its assets revalued by an independent valuer, AON Valuation Services. This revaluation resulted in an increase in the value of leasehold improvements of \$2.869 million, an increase in the value of infrastructure assets of \$0.912 million and no change in the value of plant and equipment as the revaluation determined fair value was equal to depreciated replacement cost.

(q) Intangible Assets

Shared Services' Intangible Assets are comprised of externally acquired software for internal use.

Externally acquired software is recognised and capitalised when:

- (a) it is probable that the expected future economic benefits that are attributable to the software will flow to Shared Services;
- (b) the cost of the software can be measured reliably; and
- (c) the acquisition cost is equal to or exceeds \$50,000.

Capitalised software has a finite useful life. Software is amortised on a straight-line basis over its useful life, over a period not exceeding 5 years.

Intangible Assets are measured at cost.

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES – CONTINUED

(r) Depreciation and Amortisation of Non-Current Assets

Non-current assets with a limited useful life are systematically depreciated/amortised over their useful lives in a manner that reflects the consumption of their service potential. The useful life commences when an asset is ready for use. When an asset is revalued, it is depreciated/amortised over its newly assessed remaining useful life. Amortisation is used in relation to intangible assets and depreciation is applied to physical assets such as leasehold improvements, infrastructure assets, and plant and equipment.

Leasehold improvements and plant and equipment under a finance lease are depreciated over the estimated useful life of each asset, or the unexpired period of the relevant lease, whichever is shorter.

Depreciation/amortisation for non-current assets is determined as follows:

Class of Asset	Depreciation / Amortisation Method	Useful Life (Years)
Leasehold Improvements	Straight Line	3 - 9
Plant and Equipment Purchased	Straight Line	2 - 10
Plant and Equipment under a Finance Lease	Straight Line	2 - 5
Infrastructure Assets	Straight Line	3 - 7
Intangible Assets	Straight Line	5

The useful lives of all major assets are reassessed on an annual basis.

(s) Payables

Payables are a financial liability and are measured at the fair value of the consideration received when initially recognised and at amortised cost subsequent to initial recognition, with any adjustments to the carrying amount being recorded in the Operating Statement. All amounts are normally settled within 30 days after the invoice date.

Payables include Trade Payables and Accrued Expenses. Trade Payables represent the amounts owing for goods and services received prior to the end of the reporting period and unpaid at the end of the reporting period and relating to the normal operations of Shared Services.

Accrued Expenses represent goods and services provided by other parties during the period that are unpaid at the end of the reporting period and where an invoice has not been received by period end.

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES – CONTINUED

(t) Leases

Shared Services has entered into finance leases and operating leases.

Finance Leases

Finance leases effectively transfer to Shared Services substantially all the risks and rewards incidental to ownership of the assets under a finance lease. The title may or may not eventually be transferred. Finance leases are initially recognised as an asset and a liability at the lower of the fair value of the leased asset and the present value of the minimum lease payments each being determined at the inception of the lease. The discount rate used to calculate the present value of the minimum lease payments is the interest rate implicit in the lease. Assets under a finance lease are depreciated over the shorter of the asset's useful life and lease term. Leased assets are depreciated on a straight-line basis. Each lease payment is allocated between interest expense and reduction of the lease liability. Lease liabilities are classified as current and non-current.

Operating Leases

Operating leases do not effectively transfer to Shared Services substantially all the risks and rewards incidental to ownership of the asset under an operating lease. Operating lease payments are recorded as an expense in the Operating Statement on a straight-line basis over the term of the lease.

(u) Employee Benefits

Employee benefits include wages and salaries, annual leave, long service leave and applicable on-costs. On-costs include annual leave, long service leave and superannuation. These benefits accrue as a result of services provided by employees up to the reporting date that remain unpaid. They are recorded as a liability and as an expense.

Wages and Salaries

Accrued wages and salaries are measured at the amount that remains unpaid to employees at the end of the reporting period.

Annual and Long Service Leave

Annual leave and long service leave that falls due wholly within the next 12 months is measured based on the estimated amount of remuneration payable when the leave is taken.

Annual and long service leave including applicable on-costs that do not fall due wholly within the next 12 months is measured at the present value of estimated future payments to be made in respect of services provided by employees up to the reporting date. Consideration is given to the future wage and salary levels, experience of employee departures and periods of service. At each reporting date, the estimated future payments are discounted using market yields on Commonwealth Government bonds with terms to maturity that match, as closely as possible, the estimated future cash flows. In 2008-09, the discount factor used to calculate the present value of these future payments is 90.5% (95% in 2007-08).

The long service leave liability is estimated with reference to the minimum period of qualifying service. For employees with less than the required minimum period of 7 years qualifying service, the probability that employees

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES – CONTINUED

(u) Employee Benefits - Continued

will reach the required minimum period has been taken into account in estimating the provision for long service leave and the applicable on-costs.

The provision for annual leave and long service leave includes estimated on-costs. As these on-costs only become payable if the employee takes annual and long service leave while in-service, the probability that employees will take annual and long service leave while in service has been taken into account in estimating the liability for on-costs.

Annual leave and long service leave liabilities are classified as current liabilities in the Balance Sheet where there are no unconditional rights to defer the settlement of the liability for at least 12 months. However, where there is an unconditional right to defer settlement of the liability for at least 12 months, annual leave and long service leave have been classified as a non-current liability in the Balance Sheet.

(v) Superannuation

Superannuation payments are made to the Territory Banking Account each year, to cover Shared Services' superannuation liability for the Commonwealth Superannuation Scheme (CSS) and the Public Sector Superannuation Scheme (PSS). This payment covers the CSS/PSS employer contribution but does not include the productivity. The productivity component is paid directly to ComSuper by Shared Services. The CSS and PSS are defined benefit superannuation plans meaning that the defined benefits received by employees are based on the employee's years of service and average final salary.

Superannuation payments have also been made directly to superannuation funds for those members of the Public Sector who are part of superannuation accumulation schemes. This includes the Public Sector Superannuation Scheme Accumulation Plan (PSSAP) and schemes of employee choice.

Superannuation employer contribution payments, for the CSS and PSS, are calculated, by taking the salary level at an employee's anniversary date and multiplying it by the actuarially assessed CSS or PSS employer contribution rate for each employee. The productivity component payments are calculated by taking the salary level, at an employee's anniversary date, and multiplying it by the employer contribution rate (approximately 3%) for each employee. Superannuation payments for the PSSAP are calculated by taking the salary level, at an employee's anniversary date, and multiplying it by the appropriate employer contribution rate. Superannuation payments for fund of choice arrangements are calculated by taking an employee's salary each pay and multiplying it by the appropriate employer contribution rate.

A superannuation liability is not recognised in the Balance Sheet as the Superannuation Provision Account recognises the total Territory superannuation liability for the CSS and PSS, and ComSuper and the external schemes recognise the superannuation liability for the PSSAP and other schemes respectively.

The ACT Government is liable for the reimbursement of the emerging costs of benefits paid each year to members of the CSS and PSS in respect of the ACT Government service provided after 1 July 1989. These reimbursement payments are made from the Superannuation Provision Account.

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES – CONTINUED

(w) Equity Contributed by the ACT Government

Contributions made by the ACT Government, through its role as owner of Shared Services, are treated as contributions of equity.

Increases or decreases in net assets as a result of Administrative Restructures are also recognised in equity.

(x) Insurance

Major risks are insured through the ACT Insurance Authority. The excess, payable under this arrangement, varies depending on each class of insurance held.

(z) Significant Accounting Judgements and Estimates

In the process of applying the accounting policies listed in this note, Shared Services has made the following judgements and estimates that have the most significant impact on the amounts recorded in the financial report:

Note 2 (e): ‘Revenue Recognition’ discloses that revenue is generally recognised when Shared Services controls the revenue. User charge revenue is recognised upon delivery of that service to customers, or by reference to the stage of completion of contracts or agreements for the services involved. The stage of completion is determined on the basis of the ratio of costs incurred to date to the estimated total costs of the transaction.

Note 2 (m): ‘Receivables’ discloses that where there is objective evidence that a receivable may not be collected, an assessment of the likelihood of the recovery of a receivable is required to determine whether an impairment loss must be recognised.

Note 2 (p): ‘Measurement of Property, Plant and Equipment after Initial Recognition’: Significant judgements have been applied in measuring fair value. Shared Services had its assets revalued by an independent valuer, AON Valuation Services in January 2008. The revaluations resulted in an increase in the value of leasehold improvements and infrastructure assets and no change in the value of property, plant and equipment.

Shared Services has made a significant estimate in determining the useful lives of its Property, Plant and Equipment. The estimation of useful lives of Property, Plant and Equipment has been based on the historical experience of similar assets and in some cases has been based on valuations provided by AON Valuation Services in January 2008. The useful lives are assessed on an annual basis and any adjustments are made when considered necessary. Further disclosure concerning an asset’s useful life can be found at Note 2 (r) ‘Depreciation and Amortisation of Non-Current Assets’.

Note 2 (t): ‘Leases’ discloses that leases are classified according to the risk and benefits under the leasing arrangements.

Note 2 (u): ‘Employee Benefits’: Significant judgements have been applied in estimating the liability for employee benefits. The estimated liability for employee benefits requires a consideration of the future wage and salary levels, experience of employee departures and periods of service. The estimate also includes an assessment of the probability that employees will meet the minimum service period required to qualify for long service leave and that on-costs will become payable. Further information on this estimate is provided in Note 2 (u) ‘Employee Benefits’ and Note 3 ‘Change in Accounting Estimates and Impact of Accounting Standards Issued but yet to be Applied’.

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 3. CHANGE IN ACCOUNTING ESTIMATES AND IMPACT OF ACCOUNTING STANDARDS ISSUED BUT YET TO BE APPLIED

Change in an Accounting Estimate

Revision of the Methodology used to Estimate the Liability for Employee Benefits

This year, the Department of Treasury engaged an actuary to review the methodology used by ACT Government agencies to estimate annual and long service leave liabilities. Following this review, this methodology was revised as follows:

- As disclosed in Note 2 (u) 'Employee Benefits', the estimated future payments for annual and long service leave (including applicable on-costs) that do not fall due within the next 12 months are measured at present value.

The estimated future payments are discounted using market yields on Commonwealth Government bonds at the reporting date with terms to maturity that match, as closely as possible, the estimated future cash flows. The rate used to calculate the present value of these estimated future payments has been revised from 95% to 90.5% mainly due to a change in the long-term yields from Commonwealth Government bonds. The revision to the discount rate has resulted in a decrease to the liability for employee benefits and the related expense.

- As disclosed in Note 2 (u) 'Employee Benefits', the long service leave liability is estimated with reference to the minimum period of qualifying service. For employees with less than the minimum period of 7 years required qualifying service, the probability that employees will reach the minimum period of qualifying service has been taken into account in estimating the provision for long service leave and the related on-costs.

In previous reporting periods, under the methodology used by ACT Government agencies, this liability was estimated by recognising a 100% liability for employees with 5 or more years of service and for employees aged 55 years or more with 1 or more years of service. This methodology has been replaced by another methodology, whereby the probability that an employee will reach the minimum service period of seven years is estimated for each completed year of service. The use of this revised methodology has resulted in an increase to the liability for employee benefits and the related expense.

- As disclosed in Note 2 (u) 'Employee Benefits', employee benefits include wages and salaries, annual leave, long service leave and applicable on-costs.

In previous reporting periods, all applicable on-costs were not included in the estimated annual and long service leave liabilities due to an omission. The inclusion of these on-costs in the current reporting period has resulted in an increase to the liability for employee benefits and the related expense.

The above revisions and corrections to the liability for employee benefits has resulted in an increase in the estimate of employee benefits and the related expense of \$3,909,775 in the current reporting period.

Impact of Accounting Standards Issued but yet to be Applied

The following new and revised accounting standards and interpretations have been issued by the Australian Accounting Standards Board but do not apply to the current reporting period. These standards and interpretations are applicable to future reporting periods. Shared Services does not intend to adopt these standards and interpretations early. It is estimated that the effect of adopting the below pronouncements, when applicable, will have no material financial impact on Shared Services in future reporting periods:

- AASB 1 First-time Adoption of Australian Accounting Standards (application date 1 July 2009);
- AASB 3 Business Combination (application date 1 July 2009);

**Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009**

**NOTE 3. CHANGE IN ACCOUNTING ESTIMATES AND IMPACT OF
ACCOUNTING STANDARDS ISSUED BUT YET TO BE APPLIED -
CONTINUED**

Impact of Accounting Standards Issued but yet to be Applied – Continued

- AASB 8 Operating Segments (application date 1 Jan 2009);
- AASB 101 Presentation of Financial Statements (application date 1 Jan 2009);
- AASB 123 Borrowing Costs (application date 1 Jan 2009);
- AASB 127 Consolidated and Separate Financial Statements (application date 1 July 2009);
- AASB 1039 Concise Financial Reports (application date 1 Jan 2009);
- AASB 2007-3 Amendments to Australian Accounting Standards arising from AASB 8 [AASB 5, AASB 6, AASB 102, AASB 107, AASB 119, AASB 127, AASB 134, AASB 136, AASB 1023 and AASB 1038] (application date 1 Jan 2009);
- AASB 2007-6 Amendments to Australian Accounting Standards arising from AASB 123 [AASB 1, AASB 101, AASB 107, AASB 111, AASB 116 and AASB 138 and Interpretations 1 and 12] (application date 1 Jan 2009);
- AASB 2007-8 Amendments to Australian Accounting Standards arising from AASB 101 (application date 1 Jan 2009);
- AASB 2007-10 Further Amendments to Australian Accounting Standards arising from AASB 101 (application date 1 Jan 2009);
- AASB 2008-1 Amendments to Australian Accounting Standard - Share-based Payments: Vesting Conditions and Cancellations [AASB 2] (application date 1 Jan 2009);
- AASB 2008-2 Amendments to Australian Accounting Standards – Puttable Financial Instruments and Obligations arising on Liquidation [AASB 7, AASB 101, AASB 132, AASB 139 and Interpretation 2] (application date 1 Jan 2009);
- AASB 2008-3 Amendments to Australian Accounting Standards arising from AASB 3 and AASB 127 [AASBs 1, 2, 4, 5, 7, 101, 107, 112, 114, 116, 121, 128, 131, 132, 133, 134, 136, 137, 138 and 139 and Interpretations 9 and 107] (application date 1 July 2009);
- AASB 2008-5 Amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 5, 7, 101, 102, 107, 108, 110, 116, 118, 119, 120, 123, 127, 128, 129, 131, 132, 134, 136, 138, 139, 140, 141, 1023 and 1038] (application date 1 Jan 2009);
- AASB 2008-6 Further Amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 1 and AASB 5] (application date 1 July 2009);
- AASB 2008-7 Amendments to Australian Accounting Standards – Cost of an Investment in a Subsidiary, Jointly Controlled Entity or Associate [AASB 1, AASB 118, AASB 121, AASB 127 and AASB 136] (application date 1 Jan 2009);
- Int 15 Agreements for the Construction of Real Estate [AASB 118] (application date 1 Jan 2009);
- AASB 2008-8 Amendments to Australian Accounting Standards - Eligible Hedged Items [AASB 139] (application date 1 July 2009);
- AASB 2008-9 Amendments to AASB 1049 for Consistency with AASB 101 (application date 1 Jan 2009);

Shared Services Centre
Notes to and Forming Part of the Financial Report
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NOTE 3. CHANGE IN ACCOUNTING ESTIMATES AND IMPACT OF ACCOUNTING STANDARDS ISSUED BUT YET TO BE APPLIED - CONTINUED

Impact of Accounting Standards Issued but yet to be Applied – Continued

- AASB 2008-11 Amendments to Australian Accounting Standard – Business Combinations Among Not-for-Profit Entities [AASB 3] (application date 1 July 2009); and
- AASB 2008-13 Amendments to Australian Accounting Standards arising from AASB Interpretation 17 – Distributions of Non-cash Assets to Owners [AASB 5 and AASB 110] (application date 1 July 2009).
- AASB 2009-1 Amendments to Australian Accounting Standards – Borrowing Costs of Not-for-Profit Public Sector Entities [AASB 1, AASB 111 and AASB 123] (application date 1 January 2009);
- AASB 2009-2 Amendments to Australian Accounting Standards – Improving Disclosures about Financial Instruments [AASB 4, AASB 7, AASB 1023 and AASB 1038] (application date 1 January 2009);
- AASB 2009-4 Amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 2 and AASB 138 and AASB Interpretations 9 and 16] (application date 1 July 2009);
- AASB 2009-5 Further Amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 5, 8, 101, 107, 117, 118, 136 and 139] (application date 1 January 2010);
- Int 1 Changes in Existing Decommissioning, Restoration and Similar Liabilities (application date 1 January 2009);
- Int 12 Service Concession Arrangements (application date 1 January 2009);
- Int 16 Hedges of a Net Investment in a Foreign Operation (applies to annual reporting periods beginning on or after 1 October 2008);
- Int 17 Distributions of Non-cash Assets to Owners (application date 1 July 2009); and
- Int 18 Transfers of Assets from Customers (application date 1 July 2009).

NOTE 4. GOVERNMENT PAYMENT FOR OUTPUTS

Government Payment for Outputs is revenue Shared Services received from the ACT Government to fund the costs of delivering selected outputs.

	2009 \$'000	2008 \$'000
Revenue from the ACT Government		
Government Payment for Outputs ^a	5,666	5,405
Total Government Payment for Outputs	5,666	5,405

a) Represents revenue received for selected initiatives including policy formulation and the Whole-of-Government desktop upgrade.

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 5. USER CHARGES

User charge revenue is derived from the sale or rental of goods and services to other ACT Government departments and agencies and Non-ACT Government customers. Such revenue is recognised upon the delivery of goods to customers. User charge revenue is also derived from the rendering of a service, which is recognised upon delivery of that service to customers or by reference to the stage of completion of contracts or agreements for the services involved. The stage of completion is determined on the basis of the ratio of costs incurred to date to the estimated total costs of the transaction. User charge revenue is not part of ACT Government appropriation and is paid by the user of the goods or services. This revenue is driven by consumer demand and is commercial in nature.

	2009	2008
	\$'000	\$'000
User Charges – ACT Government		
Information and Communication Technology (ICT) Services:		
Voice and Data Telecommunication Equipment Charges	11,599	10,916
Service Delivery (includes Desktop Support charges) ^a	32,208	28,061
Whole-of-Government Systems ^b	4,023	3,460
Business Solutions (includes ICT Project Work charges) ^c	10,860	4,590
Asset Rental	10,935	10,727
Software	533	470
Business System Services ^d	11,642	13,607
Agency Staff ^e	22,801	18,272
Billbacks (directly to customers) ^f	1,115	1,490
Procurement Support Services ^g	13,968	11,140
Human Resources Services	17,843	17,444
Finance Services	11,925	11,336
Records Management Services	3,019	3,001
Publishing Services	2,241	2,319
Other ^h	781	146
Total User Charges – ACT Government	155,493	136,979

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 5. USER CHARGES - CONTINUED

	2009 \$'000	2008 \$'000
User Charges – Non-ACT Government ⁱ		
Information and Communication Technology (ICT) Services:		
Voice and Data Telecommunication Equipment Charges	151	17
Business Solutions (includes ICT Project Work charges)	1	-
Billbacks (directly to customers) ^f	-	1
Procurement Support Services	325	152
Publishing Services	25	57
Total User Charges - Non-ACT Government	502	227
Total User Charges for Goods and Services	155,995	137,206

- a) The increase was mainly due to higher Desktop Support charges as a result of increased Desktop numbers held by ACT Government departments and agencies.
- b) These charges are mainly for the recovery of ICT support costs for Oracle Financials and the Human Resource Management System (Chris21).
- c) The increase was mainly due to higher ICT Project revenue as a result of increased ICT project activity and associated expenditure by ACT Government departments and agencies.
- d) The decrease was mainly due to lower ICT Business Systems expenditure by ACT Government departments and agencies.
- e) The increase was mainly due to higher ICT staff numbers and associated costs directly recovered from ACT Government departments and agencies.
- f) Billbacks represents direct purchases of goods or services by Shared Services on behalf of its customers. These purchases are then directly recovered from the customer. See Note 12 'Supplies and Services' for corresponding Billbacks expenditure.
- g) The increase was due to higher capital works management fees as a result of the increased number and value of Capital Works projects managed on behalf of other ACT Government departments and agencies.
- h) The increase was mainly due to the introduction of Design, Test and Environment services in 2008-09.
- i) These charges are mainly for services provided to other government (Commonwealth) or government funded organisations.

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 6. INTEREST

	2009	2008
	\$'000	\$'000
Revenue from ACT Government Entities		
Interest Revenue ^a	-	-
Total Interest Revenue from ACT Government Entities	<u>-</u>	<u>-</u>
Total Interest Revenue	<u>-</u>	<u>-</u>
Total interest revenue from financial assets not at fair value through Profit and Loss	-	-

a) In 2008-09, this revenue was reclassified as Other Revenue and was disclosed in Note 8 'Other Revenue'.

NOTE 7. RESOURCES RECEIVED FREE OF CHARGE

Resources received free of charge relate to goods and/or services being provided free of charge from other ACT Government departments and agencies.

	2009	2008
	\$'000	\$'000
Revenue from ACT Government Entities		
Legal Services - Department of Justice and Community Safety ^a	258	163
Total Resources Received Free of Charge	<u>258</u>	<u>163</u>

a) The increase was mainly due to higher legal services provided free of charge to Procurement Solutions for advice on various contracts.

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 8. OTHER REVENUE

Other Revenue arises from the core activities of Shared Services. Other Revenue is distinct from Other Gains, as Other Gains tend to be one off, unusual items that are not part of the core activities of Shared Services.

	2009	2008
	\$'000	\$'000
Revenue from Non-ACT Government Entities		
Sale of Assets	15	48
Subscriptions ^a	18	31
Administrative Fee ^b	25	23
Salary Packaging Fee ^c	505	-
Total Other Revenue from Non-ACT Government Entities	563	102
Total Other Revenue	563	102

a) Represents publications subscriptions revenue.

b) Represents revenue received by Procurement Solutions for the management of the Procurement Solutions Investments Trust Account.

c) Represents revenue received by Human Resources Services for the management of the Salary Packaging Trust Accounts transferred to Shared Services from the Department of Education and Training in September 2008.

NOTE 9. OTHER GAINS

Other Gains tend to be one off, unusual transactions that are not part of Shared Services core activities. Other Gains are distinct from Other Revenue, as Other Revenue arises from the core activities of Shared Services.

	2009	2008
	\$'000	\$'000
Restructure Fund Receipts ^a	94	1,081
Gains from the Write-back of Impairment Losses ^b	-	103
Total Other Gains	94	1,184

a) Represents Restructure funds received for the relocation of Records Management Services from Fyshwick to Mitchell.

b) Represents the annual re-assessment of the Impairment Loss from Receivables. For 2008-09 see Note 15 'Other Expenses'.

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 10. EMPLOYEE EXPENSES

	2009	2008
	\$'000	\$'000
Wages and Salaries ^a	61,310	55,651
Annual Leave Expense ^b	2,518	603
Long Service Leave Expense ^c	2,970	1,076
Comcare Premium	96	18
Termination Expense	70	-
Other Employee Benefits and On-Costs	77	222
Total Employee Expenses	67,041	57,570

a) The increase was mainly due to filling vacant positions in InTACT, Human Resources and Finance Services and higher Procurement Solutions staffing due to increased Capital Works activity.

b) The increase was due to the change in methodology in calculating the Annual Leave Liability. Refer to Note 3 'Change in Accounting Estimates and Impact of Accounting Standards Issued but yet to be Applied' for further details on this change.

c) The increase was due to the change in methodology in calculating the Long Service Leave Liability. Refer to Note 3 'Change in Accounting Estimates and Impact of Accounting Standards Issued but yet to be Applied' for further details on this change.

NOTE 11. SUPERANNUATION EXPENSES

Shared Services makes payments on a fortnightly basis to the Territory Banking Account for its portion of the Territory's CSS and PSS superannuation liability. The productivity benefit for these schemes is paid directly to ComSuper.

Superannuation payments have been made direct to ComSuper to cover Shared Services' superannuation liability for employees that are in the new Public Sector Superannuation Scheme Accumulation Plan (PSSAP).

Superannuation payments are also made to external providers as part of the new employee fund of choice arrangements, and to employment agencies for the superannuation contribution Shared Services is required to make for the contract staff it employs.

	2009	2008
	\$'000	\$'000
Superannuation Contributions to the Territory Banking Account	6,539	6,386
Productivity Benefit	1,024	1,179
Superannuation Payment to ComSuper (for the PSSAP)	639	646
Superannuation to External Providers	1,480	784
Total Superannuation Expenses ^a	9,682	8,995

a) The increase was mainly due to filling vacant positions and higher fund of choice contributors following new staff recruitment.

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 12. SUPPLIES AND SERVICES

	2009	2008
	\$'000	\$'000
Staff Development	1,197	1,118
Travel	151	199
Office Expenses	1,152	944
Postage and Courier	1,505	1,184
Printing and Publishing	2,005	2,356
Insurance	598	493
Audit Expenses ^a	118	273
Repairs and Maintenance	181	163
Accommodation	5,484	5,265
Contractors and Consultants ^b	20,198	16,057
Voice and Data Line Charges	8,396	7,979
Other Communications	1,570	1,489
ICT Project Expenses ^c	5,680	2,117
Other Computing Costs	219	191
Software Licences and Maintenance	5,506	6,480
IT Support Costs and Facilities Charges	2,419	1,190
IT Hardware Purchases	822	602
Operating Leases and Equipment Hire ^d	4,607	1,527
Business Systems Services ^e	9,403	13,616
Billbacks	1,122	1,493
Other	401	221
Total Supplies and Services	<u>72,734</u>	<u>64,957</u>

a) Includes audit fees paid to the ACT Auditor-General 's Office (see Note 18 'Auditor's Remuneration') and internal audit costs. The decrease was due to internal audit costs for 2007-08 including fraud and risk management set-up costs.

b) The increase was due to higher ICT project activity and difficulties in filling IT positions permanently.

c) The overall increase was due to higher ICT Project activity and associated expenditure by ACT Government departments and agencies.

d) The increase was due to finalising ICT asset lease commitments in 2008-09, with all ICT assets now purchased and not leased.

e) The decrease was due to lower ICT Business Systems expenditure by ACT Government departments and agencies.

Shared Services Centre
Notes to and Forming Part of the Financial Report
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NOTE 13. DEPRECIATION AND AMORTISATION

	2009 \$'000	2008 \$'000
Depreciation		
Infrastructure Assets	5,703	4,916
Leasehold Improvements	1,966	1,421
Plant and Equipment Purchased ^a	6,712	4,657
Plant and Equipment under a Finance Lease ^a	1,535	4,888
Total Depreciation	15,916	15,882
Amortisation		
Intangible Assets ^b	1,607	-
Total Amortisation	1,607	-
Total Depreciation and Amortisation	17,523	15,882

a) The increase in Plant and Equipment Purchased and the corresponding decrease in Plant and Equipment under a Finance Lease was mainly due to ICT assets being purchased rather than leased.

b) Represents the Chris 21 Payroll Software asset transferred from the Chief Minister's Department to Shared Services on 1 July 2008.

NOTE 14. BORROWING COSTS

	2009 \$'000	2008 \$'000
Credit Card Charges	1	2
Finance Charges on Finance Leases ^a	151	611
Total Borrowing Costs	152	613

a) Represents mainly interest charges on leased ICT assets and fleet vehicles with the decrease due to ICT assets being purchased rather than leased.

NOTE 15. OTHER EXPENSES

	2009 \$'000	2008 \$'000
Impairment Losses (see Note 16) ^a	3,212	-
Losses from the Sale of Assets	1	-
Total Other Expenses	3,213	-

a) Represents the annual re-assessment of the Impairment Loss from Receivables. For 2007-08 see Note 9 'Other Gains'.

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 16. WAIVERS, IMPAIRMENT LOSSES AND WRITE-OFFS

Under Section 131 of the *Financial Management Act 1996* the Treasurer may, in writing, waive the right to payment of an amount payable to the Territory. A waiver is the relinquishment of a legal claim to a debt over which the Department has control. The write-off of a debt is the accounting action taken to remove a debt from the books but does not relinquish the legal right of the Department to recover the amount. The write-off of debts may occur for reasons other than waivers.

There were no waivers or write-offs made during the reporting period pursuant to Section 131 of the *Financial Management Act 1996*. (2008 Nil)

	2009 \$'000	2008 \$'000
Impairment Losses		
<i>Impairment Loss from Receivables</i>		
Trade Receivables ^a	3,212	-
<i>Total Impairment Loss from Receivables</i>	<u>3,212</u>	<u>-</u>
Total Impairment Losses	<u><u>3,212</u></u>	<u><u>-</u></u>

a) Represents the annual re-assessment of the Impairment Loss from Receivables. For 2007-08 see Note 9 'Other Gains'.

NOTE 17. ACT OF GRACE PAYMENTS

Under Section 130 of the *Financial Management Act 1996* the Treasurer may, in writing, authorise Act of Grace payments be made by a Department. Act of Grace payments are a method of providing equitable remedies to entities or individuals that may have been unfairly disadvantaged by the Government but have no legal claim to the payment.

There were no Act of Grace payments made during the reporting period pursuant to Section 130 of the *Financial Management Act 1996*. (2008 Nil)

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 18. AUDITOR'S REMUNERATION

Auditor's remuneration consists only of financial audit services provided to Shared Services by the ACT Auditor-General's Office. No other services were provided by the ACT Auditor-General's Office.

	2009 \$'000	2008 \$'000
Audit Services		
Audit Fees Paid to the ACT Auditor-General's Office	65	59
Total Audit Fees	<u>65</u>	<u>59</u>

NOTE 19. CASH AND CASH EQUIVALENTS

Shared Services holds a number of bank accounts with the Commonwealth Bank as part of the Whole-of-Government banking arrangements. As part of these arrangements, Shared Services does not receive any interest on these accounts.

	2009 \$'000	2008 \$'000
Cash at Bank - Operating ^a	26,108	31,060
Cash at Bank - Procurement Solutions Operating ^b	10,213	19,186
Cash at Bank - Salary Packaging ^c	4,338	-
Cash at Bank - Human Resource Management System (HRMS) Salaries ^d	886	688
Cash on Hand	3	3
Total Cash and Cash Equivalents	<u>41,548</u>	<u>50,937</u>

- a) The balance is required to maintain Shared Services cashflow. The decrease was due to the timing of Service Level Agreements and related receipts. There was a corresponding increase in Receivables (see Note 20 'Receivables').
- b) The balance is timing related and is committed to the payment of Capital Works project expenditure. The decrease was due to the timing of Capital Works invoicing and related receipts and payments. There was a corresponding increase in Receivables (see Note 20 'Receivables').
- c) The transactions represented here form part of Salary Packaging funding received and dispersed for ACT Government employees on their behalf (see Note 37 'Third Party Monies'). The net movement in these accounts is shown as Other Liabilities (see Note 28 'Other Liabilities'). The Salary Packaging bank accounts transferred to Shared Services from the Department of Education and Training in September 2008.
- d) The transactions represented here form part of payroll funding received and dispersed for ACT Government departments and agencies on their behalf (see Note 37 'Third Party Monies'). The net movement in these accounts is shown as either Other Receivables (see Note 20 'Receivables') or Other Liabilities (see Note 28 'Other Liabilities').

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 20. RECEIVABLES

	2009	2008
	\$'000	\$'000
Current Receivables		
Trade Receivables	32,659	21,138
Less: Allowance for Impairment Losses ^a	(3,726)	(580)
	<u>28,933</u>	<u>20,558</u>
Other Trade Receivables ^b	114	312
Accrued Revenue	6,323	1,919
Net GST Receivable	52	1,069
Total Current Receivables	<u>35,422</u>	<u>23,858</u>
Total Receivables ^c	<u>35,422</u>	<u>23,858</u>

a) The Allowance for Impairment Losses includes mainly disputed and uncollectable debt.

b) Represents the net movement on the HRMS Salaries Bank Account.

c) The increase was due to the timing of Service Level Agreements and Capital Works invoicing and related receipts.
There was a corresponding decrease in Cash (see Note 19 'Cash').

Ageing of Receivables

	Not Overdue	Past Due			Total
		Less than 30 Days	30 to 60 Days	Greater than 60 Days	
	\$'000	\$'000	\$'000	\$'000	\$'000
2009					
Not Impaired ^a					
Receivables	23,415	9,036	2,922	49	35,422
Impaired					
Receivables	77	6	-	3,643	3,726
2008					
Not Impaired ^a					
Receivables	18,277	3,271	578	1,732	23,858
Impaired					
Receivables	108	9	44	419	580

a) 'Not Impaired' refers to Net Receivables (that is Gross Receivables less Impaired Receivables).

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 20. RECEIVABLES - CONTINUED

	2009	2008
	\$'000	\$'000
Reconciliation of the Allowance for Impairment Losses		
Allowance for Impairment Losses at the Beginning of the Reporting Period	580	777
Additional Allowance Recognised	3,146	-
Reduction in Allowance Resulting from a Write-back against the Receivables	-	(197)
Allowance for Impairment Losses at the End of the Reporting Period	<u>3,726</u>	<u>580</u>
 Classification of ACT Government/Non-ACT Government Receivables		
Receivables with ACT Government Entities		
Net Trade Receivables	28,691	19,855
Other Receivables ^b	114	312
Accrued Revenue	5,540	1,917
Total Receivables with ACT Government Entities	<u>34,345</u>	<u>22,084</u>
 Receivables with Non-ACT Government Entities		
Net Trade Receivables	242	703
Net Goods and Services Tax Receivable	52	1,069
Accrued Revenue	783	2
Total Receivables with Non-ACT Government Entities	<u>1,077</u>	<u>1,774</u>
 Total Receivables	<u>35,422</u>	<u>23,858</u>

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 21. INVENTORIES

	2009 \$'000	2008 \$'000
Current Inventories		
Telephonic Handsets	-	22
Corporate Uniforms	10	9
Total Current Inventories	10	31
Total Inventories	10	31

NOTE 22. PROPERTY, PLANT AND EQUIPMENT

Property, plant and equipment consist of the following classes of assets – Leasehold Improvements, Plant and Equipment, and Infrastructure assets.

Leasehold Improvements represent capital expenditure incurred in relation to leased assets. Shared Services has fit-outs in its leased buildings.

Plant and Equipment includes motor vehicles under a finance lease, mobile plant, air conditioning and heating systems, furniture and fittings and other mechanical and electronic equipment. It also includes ICT equipment purchased outright or leased through a contracted lease facility provider.

Infrastructure Assets represents the Private Data Network asset, Data Centre Refurbishment and a range of assets utilised for Whole-of-Government Data Storage and Applications management.

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 22. PROPERTY, PLANT AND EQUIPMENT - CONTINUED

	2009	2008
	\$'000	\$'000
Leasehold Improvements		
Leasehold Improvements at Fair Value	9,026	8,476
Less: Accumulated Depreciation	(2,718)	(752)
Total Written-Down Value of Leasehold Improvements	6,308	7,724
Plant and Equipment		
Plant and Equipment Purchased		
Plant and Equipment at Fair Value	36,016	27,225
Less: Accumulated Depreciation	(24,712)	(18,000)
Total Written-Down Value of Plant and Equipment Purchased ^a	11,304	9,225
Plant and Equipment under a Finance Lease		
Plant and Equipment at Fair Value	626	16,860
Less: Accumulated Depreciation	(137)	(14,299)
Total Written-Down Value of Plant and Equipment under a Finance Lease ^{a, b}	489	2,561
Total Written-Down Value of Plant and Equipment	11,793	11,786
Infrastructure Assets		
Infrastructure Assets at Fair Value ^c	19,979	17,266
Less: Accumulated Depreciation	(10,432)	(4,729)
Total Written-Down Value of Infrastructure Assets	9,547	12,537
Total Written-Down Value of Property, Plant and Equipment	27,648	32,047

a) The increase in Plant and Equipment Purchased and the corresponding decrease in Plant and Equipment under a Finance Lease was mainly due to Shared Services assets being purchased instead of leased.

b) The balance as at 30 June 2009 represents motor vehicles.

c) The increase was due to the addition of the Records Services Mitchell Accommodation Refurbishment and the Routine Replacement of Critical Network Hardware.

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 22. PROPERTY, PLANT AND EQUIPMENT – CONTINUED

Reconciliation of Property, Plant and Equipment

The following table shows the movement of Property, Plant and Equipment during 2008-09.

	Leasehold Improvements \$'000	Plant and Equipment Purchased \$'000	Plant and Equipment under a Finance Lease \$'000	Infrastructure Assets \$'000	Total \$'000
Carrying Amount at the Beginning of the Reporting Period	7,724	9,225	2,561	12,537	32,047
Additions	550	8,791	337	2,713	12,391
Depreciation	(1,966)	(6,712)	(1,535)	(5,703)	(15,916)
Other Movements	-	-	(874)	-	(874)
Carrying Amount at the End of the Reporting Period	6,308	11,304	489	9,547	27,648

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 22. PROPERTY, PLANT AND EQUIPMENT – CONTINUED

Reconciliation of Property, Plant and Equipment

The following table shows the movement of Property, Plant and Equipment during 2007-08.

	Leasehold Improvements \$'000	Plant and Equipment Purchased \$'000	Plant and Equipment under a Finance Lease \$'000	Infrastructure Assets \$'000	Total \$'000
Carrying Amount at the Beginning of the Reporting Period	5,457	8,585	7,176	11,551	32,769
Additions	819	5,297	292	4,990	11,398
Revaluation Increment	2,869	-	-	912	3,781
Depreciation	(1,421)	(4,657)	(4,888)	(4,916)	(15,882)
Other Movements	-	-	(19)	-	-
Carrying Amount at the End of the Reporting Period	7,724	9,225	2,561	12,537	32,047

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 23. INTANGIBLE ASSETS

	2009	2008
	\$'000	\$'000
Computer Software		
<i>Externally Purchased Software</i>		
Computer Software at Cost	9,290	-
Less: Accumulated Amortisation	(6,096)	-
<i>Total Externally Purchased Software</i>	<u>3,194</u>	<u>-</u>
Total Computer Software	<u>3,194</u>	<u>-</u>
Total Intangible Assets ^a	<u><u>3,194</u></u>	<u><u>-</u></u>

a) Represents the Chris 21 Payroll Software asset transferred from the Chief Minister's Department to Shared Services on 1 July 2008 and the Procurement Solutions Business System.

Reconciliation of Intangible Assets

The following table shows the movement of Shared Services' intangible assets during 2008-09 and 2007-08.

	2009	2008
	\$'000	\$'000
EXTERNALLY PURCHASED SOFTWARE		
Carrying Amount at the Beginning of the Reporting Period	-	-
Additions	9,290	-
Amortisation	(6,096)	-
Carrying Amount at the End of the Reporting Period	<u><u>3,194</u></u>	<u><u>-</u></u>

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 24. OTHER ASSETS

	2009 \$'000	2008 \$'000
Current Other Assets		
Prepayments ^a	612	1,979
Total Current Other Assets	612	1,979
Non-Current Other Assets		
Prepayments ^b	234	238
Total Non-Current Other Assets	234	238
Total Other Assets	846	2,217

a) The decrease represents the Oracle License invoice for 2009-10 not being received, reconciled and paid by 30 June 2009.

b) Represents prepaid license and maintenance costs until 2011 on the purchase of Sophos anti-virus, anti-spam and encryption software.

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 25. PAYABLES

	2009	2008
	\$'000	\$'000
Current Payables		
Trade Payables	2,060	5,267
Accrued Expenses	19,215	22,684
Total Current Payables	21,275	27,951
Total Payables ^a	21,275	27,951
Payables are aged as follows:		
Not Overdue	20,787	27,507
Overdue for Less than 30 Days	486	396
Overdue for 30 to 60 Days	-	21
Overdue for More than 60 Days	2	27
Total Payables	21,275	27,951
Classification of ACT Government/Non-ACT Government Payables		
Payables with ACT Government Entities		
Trade Payables	12	214
Accrued Expenses	477	310
Total Payables with ACT Government Entities	489	524
Payables with Non-ACT Government Entities		
Trade Payables	2,048	5,053
Accrued Expenses	18,738	22,374
Total Payables with Non-ACT Government Entities	20,786	27,427
Total Payables	21,275	27,951

- a) The movement was due to the timing associated with invoices being received from suppliers, with the net decrease mainly due to the timely payment of invoices for Capital Works projects managed on behalf of other ACT Government departments and agencies.

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 26. FINANCE LEASES

Shared Services holds 28 finance leases, all of which have been taken up as a finance lease liability and an asset under a finance lease. The interest rates implicit in these leases vary from 3.32% to 8.02% and the terms vary from 2 years to 4 years. These leases have no terms of renewal, purchase options or escalation clauses.

	2009	2008
	\$'000	\$'000
Current Finance Leases		
Secured		
Finance Leases	267	1,886
Total Current Secured Finance Leases	<u>267</u>	<u>1,886</u>
Total Current Finance Leases	<u>267</u>	<u>1,886</u>
Non-Current Finance Leases		
Secured		
Finance Leases	226	826
Total Non-Current Secured Finance Leases	<u>226</u>	<u>826</u>
Total Non-Current Finance Leases	<u>226</u>	<u>826</u>
Total Finance Leases	<u><u>493</u></u>	<u><u>2,712</u></u>

Secured Liability

Shared Services finance lease liability is effectively secured because if Shared Services defaults, the assets under a finance lease revert to the lessor.

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 26. FINANCE LEASES – CONTINUED

2009
\$'000

2008
\$'000

Finance Leases

Finance lease commitments are payable as follows:

Within one year	286	2,044
Later than one year but not later than five years	232	864
Minimum Lease Payments	518	2,908
Less: Future Finance Lease Charges	(25)	(196)
Amount Recognised as a Liability	493	2,712
Total Present Value of Minimum Lease Payments	493	2,712

The present value of the minimum lease payments are as follows:

Within one year	267	1,886
Later than one year but not later than five years	226	826
Total Present Value of Minimum Lease Payments	493	2,712

Classification on the Balance Sheet

Finance Leases

Current Finance Leases	267	1,886
Non-Current Finance Leases	226	826
Total Finance Leases ^a	493	2,712

- a) The decrease was due to Shared Services purchasing ICT assets instead of leasing assets. As at 30 June 2009 only motor vehicles were leased.

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 27. EMPLOYEE BENEFITS

	2009	2008
	\$'000	\$'000
Current Employee Benefits		
Annual Leave ^a	9,220	7,217
Long Service Leave ^b	10,413	8,610
Accrued Salaries	1,154	826
Total Current Employee Benefits	20,787	16,653
Non-Current Employee Benefits		
Long Service Leave ^b	1,806	1,029
Total Non-Current Employee Benefits	1,806	1,029
Total Employee Benefits	22,593	17,682
Estimate of when Leave is Payable		
Estimated Amount Payable within 12 Months		
Annual Leave	9,220	7,217
Long Service Leave	592	338
Accrued Salaries	1,154	826
Total Employee Benefits Payable within 12 Months	10,966	8,381
Estimated Amount Payable after 12 Months		
Long Service Leave	11,627	9,301
Total Non Current Employee Benefits Payable after 12 Months	11,627	9,301
Total Employee Benefits	22,593	17,682

a) The increase was mainly due to the change in methodology in calculating the Annual Leave Liability. Refer to Note 3 'Change in Accounting Estimates and Impact of Accounting Standards Issued but yet to be Applied' for further details on this change.

b) The increase was mainly due to the change in methodology in calculating the Long Service Leave Liability. Refer to Note 3 'Change in Accounting Estimates and Impact of Accounting Standards Issued but yet to be Applied' for further details on this change.

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 28. OTHER LIABILITIES

	2009 \$'000	2008 \$'000
Current Other Liabilities		
Revenue Received in Advance (User Charges)	2,446	2,389
Revenue Received in Advance (Capital Works) ^a	13,643	12,813
Revenue Received in Advance (Storage Area Network Asset Purchases)	2,537	1,780
Revenue Received in Advance (Salary Packaging) ^b	4,338	-
Total Current Other Liabilities	22,964	16,982
Total Other Liabilities	22,964	16,982

a) Represents payments received for Capital Works projects managed on behalf of other ACT Government departments and agencies. The increase was mainly due to timing and relates to specific projects managed.

b) The transactions represented here form part of Salary Packaging funding received and dispersed for ACT Government employees on their behalf (see Note 19 'Cash and Cash Equivalents' and Note 37 'Third Party Monies'). The Salary Packaging bank accounts transferred to Shared Services from the Department of Education and Training in September 2008.

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 29. EQUITY

	2009	2008
	\$'000	\$'000
Total Equity at the End of the Reporting Period		
Accumulated Funds	37,562	39,982
Asset Revaluation Reserve	3,781	3,781
Total Equity	<u>41,343</u>	<u>43,763</u>

Movements in Equity during the Reporting Period

Accumulated Funds

Balance at the Beginning of the Reporting Period	39,982	42,628
Capital Injection	2,171	3,507
Distribution to Government ^a	-	(1,817)
Net Assets (Liabilities) transferred in due to an Administrative Restructure ^b	3,178	(379)
Operating (Deficit)	(7,769)	(3,957)
Balance at the End of the Reporting Period	<u>37,562</u>	<u>39,982</u>

Asset Revaluation Reserve

The Asset Revaluation Reserve is used to record the increments and decrements in the value of Property, Plant and Equipment.

Balance at the Beginning of the Reporting Period	<u>3,781</u>	<u>-</u>
Increment in Infrastructure Assets due to Revaluation	-	912
Increment in Leasehold Improvements due to Revaluation	-	2,869
Total Increase in the Asset Revaluation Reserve	<u>-</u>	<u>3,781</u>
Balance at the End of the Reporting Period	<u>3,781</u>	<u>3,781</u>

a) Represents superannuation savings returned to the Department of Treasury.

b) Represents the transfer of the Chris 21 Payroll Software asset during 2008-09 and the transfer of employee entitlement liabilities for Canberra Institute of Technology staff transferred to Shared Services during 2007-08.

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 30. DISAGGREGATED DISCLOSURE OF ASSETS AND LIABILITIES

Year Ended 30 June 2009

	Output Class 1 InTACT \$'000	Output Class 2 Procurement Support Services \$'000	Output Class 3 Human Resources Services \$'000	Output Class 4 Finance Services \$'000	Total \$'000
Current Assets					
Cash and Cash Equivalents	20,620	11,622	9,243	63	41,548
Receivables	16,086	15,700	2,108	1,528	35,422
Inventories	10	-	-	-	10
Other Assets	520	92	-	-	612
Total Current Assets	37,236	27,414	11,351	1,591	77,592
Non-Current Assets					
Property, Plant and Equipment	22,475	76	2,473	2,624	27,648
Intangible Assets	-	1,622	1,572	-	3,194
Other Assets	234	-	-	-	234
Total Non-Current Assets	22,709	1,698	4,045	2,624	31,076
Total Assets	59,945	29,112	15,396	4,215	108,668
Current Liabilities					
Payables	9,421	11,784	49	21	21,275
Finance Leases	242	17	4	4	267
Employee Benefits	10,363	3,507	3,591	3,326	20,787
Other Liabilities	4,525	14,101	4,338	-	22,964
Total Current Liabilities	24,551	29,409	7,982	3,351	65,293
Non-Current Liabilities					
Finance Leases	143	59	12	12	226
Employee Benefits	889	220	405	292	1,806
Total Non-Current Liabilities	1,032	279	417	304	2,032
Total Liabilities	25,583	29,688	8,399	3,655	67,325
Net Assets (Liabilities)	34,362	(576)	6,997	560	41,343

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 30. DISAGGREGATED DISCLOSURE OF ASSETS AND LIABILITIES
- CONTINUED

Year Ended 30 June 2008

	Output Class	Output Class	Output Class	Output Class	Total
	1	2	3	4	
	InTACT	Procurement Support Services	Human Resources Services	Finance Services	
	\$'000	\$'000	\$'000	\$'000	\$'000
Current Assets					
Cash and Cash Equivalents	24,743	20,112	4,354	1,728	50,937
Receivables	8,946	13,177	789	946	23,858
Inventories	31	-	-	-	31
Other Assets	1,977	-	2	-	1,979
Total Current Assets	35,697	33,289	5,145	2,674	76,805
Non-Current Assets					
Property, Plant and Equipment	28,218	77	1,876	1,876	32,047
Other Assets	238	-	-	-	238
Total Non-Current Assets	28,456	77	1,876	1,876	32,285
Total Assets	64,153	33,366	7,021	4,550	109,090
Current Liabilities					
Payables	10,809	16,766	97	279	27,951
Finance Leases	1,866	16	2	2	1,886
Employee Benefits	8,546	2,586	2,854	2,667	16,653
Other Liabilities	3,736	13,246	-	-	16,982
Total Current Liabilities	24,957	32,614	2,953	2,948	63,472
Non-Current Liabilities					
Finance Leases	753	57	8	8	826
Employee Benefits	582	153	171	123	1,029
Total Non-Current Liabilities	1,335	210	179	131	1,855
Total Liabilities	26,292	32,824	3,132	3,079	65,327
Net Assets	37,861	542	3,889	1,471	43,763

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 31. RESTRUCTURE OF ADMINISTRATIVE ARRANGEMENTS

Restructure of Administrative Arrangements 2008-09

On 10 November 2008 a restructuring of administrative arrangements occurred between the ACT Department of Treasury and the Department of Territory and Municipal Services (TAMS) involving the transfer of Shared Services. However, as Shared Services is a separate reporting entity, the restructure did not require a transfer of assets and liabilities from the ACT Department of Treasury to TAMS.

NOTE 32. FINANCIAL INSTRUMENTS

Details of the significant policies and methods adopted, including the criteria for recognition, the basis of measurement, and the basis on which some income and expenses are recognised, with respect to each class of financial asset and liability are disclosed in Note 2 'Summary of Significant Accounting Policies' to the financial report.

Interest Rate Risk

Interest rate risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market interest rates.

As Shared Services financial assets and financial liabilities are held in non-interest bearing or fixed interest arrangements, it is not exposed to movements in interest rates and as such does not have any interest rate risk.

There have been no changes to risk exposure or processes for managing risk since last year.

A sensitivity analysis has not been undertaken as Shared Services is not exposed to this risk.

Credit Risk

Credit risk arises from the financial assets of Shared Services, which comprises cash and cash equivalents, trade and other receivables. Shared Services' exposure to credit risk arises from the risk that one party to a financial instrument will fail to discharge an obligation resulting in Shared Services incurring a financial loss. Credit risk is limited to the amount of the financial assets it holds net of any provision for impairment and is monitored on a regular basis. There is no collateral held as security for financial assets.

As the majority of Shared Services receivables relate to amounts owing from other ACT Government entities, no significant concentration of credit risk has been identified. Shared Services manages credit risk for receivables by careful monitoring of the invoicing process, rapid follow up of payment and rapid resolution of disputed invoices. Shared Services expects to collect all financial assets that are not past due or impaired.

There have been no changes in risk exposure or processes for managing risk since last year.

**Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009**

NOTE 32. FINANCIAL INSTRUMENTS - CONTINUED

Credit Facilities

There are no formal credit facilities in place for Shared Services with the Territory Banking Account.

If Shared Services' account goes into overdraft throughout the year, Shared Services is not charged interest. However, the overdraft position is required to be rectified as soon as possible.

Liquidity Risk

Liquidity risk is the risk that Shared Services will be unable to meet its financial obligations as they fall due.

Shared Service main financial obligations relate to the payment of employee benefits, purchases of supplies and services and borrowing costs. Salaries are paid on a fortnightly basis and purchases of supplies and services are paid within 30 days of receiving the invoice for goods or services purchased. The main source of cash to pay these obligations is derived from charging other ACT Government entities who pay these charges through direct appropriation. Shared Services also invoices in advance for the majority of its services.

Shared Services is managing this risk by closely monitoring the invoice process, rapid follow-up of payment and prompt resolution of disputed invoices. Shared Services exposure to liquidity risk is considered insignificant based on experience from past years and the current assessment of risk.

Shared Services' exposure to liquidity risk and the management of this risk has not changed since last financial year.

Price Risk

Price risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices, whether these changes are caused by factors specific to the individual financial instrument or its issuer, or factors affecting all similar financial instruments traded in the market.

As Shared Services only holds cash and cash equivalents and receivables in non-interest bearing accounts, it is not considered to have any price risk. Accordingly, a sensitivity analysis has not been taken.

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 32. FINANCIAL INSTRUMENTS - CONTINUED

Fair Value of Financial Assets and Liabilities

The carrying amounts and fair values of financial assets and liabilities at the end of the reporting period are:

	Carrying Amount	Fair Value	Carrying Amount	Fair Value
	2009	2009	2008	2008
	\$'000	\$'000	\$'000	\$'000
Financial Assets				
Cash and Cash Equivalents	41,548	41,548	50,937	50,937
Receivables	35,422	35,422	23,858	23,858
Total Financial Assets	76,970	76,970	74,795	74,795
Financial Liabilities				
Payables	21,275	21,275	27,951	27,951
Finance Leases	493	493	2,712	2,712
Total Financial Liabilities	21,768	21,768	30,663	30,663

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 32. FINANCIAL INSTRUMENTS - CONTINUED

The following table sets out Shared Services maturity analysis for financial assets and liabilities as well as the exposure to interest rates, including the weighted average interest rates by maturity period as at 30 June 2009. All financial assets and liabilities which have a floating interest rate or are non-interest bearing will mature in 1 year or less. All amounts appearing in the following maturity analysis are shown on an undiscounted cashflow basis.

2009

	Note	Floating Interest Rate \$'000	Fixed Interest Maturing In:					Non-Interest Bearing \$'000	Total \$'000
			Over 1 Year to 2 Years \$'000	Over 2 Years to 3 Years \$'000	Over 3 Years to 4 Years \$'000	Over 4 Years to 5 Years \$'000	Over 5 Years \$'000		
Financial Assets									
Cash and Cash Equivalents	19	-	-	-	-	-	-	41,548	41,548
Receivables	20	-	-	-	-	-	-	35,422	35,422
Total Financial Assets		-	-	-	-	-	-	76,970	76,970
Weighted Average Interest Rate		-						-	-
Financial Liabilities									
Payables	25	-	-	-	-	-	-	21,275	21,275
Finance Leases	26	-	286	232	-	-	-	-	518
Total Financial Liabilities		-	286	232	-	-	-	21,275	21,793
Weighted Average Interest Rate		5.98%	5.98%					-	0.14%
Net Financial (Liabilities)/Assets		-	(286)	(232)	-	-	-	55,695	55,177

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 32. FINANCIAL INSTRUMENTS - CONTINUED

The following table sets out Shared Services maturity analysis for financial assets and liabilities as well as the exposure to interest rates, including the weighted average interest rates by maturity period as at 30 June 2008. All financial assets and liabilities which have a floating interest rate or are non-interest bearing will mature in 1 year or less. All amounts appearing in the following maturity analysis are shown on an undiscounted cashflow basis.

2008

	Floating Interest Rate \$'000	Fixed Interest Maturing In:					Non-Interest Bearing \$'000	Total \$'000	
		Over 1 Year to 2 Years \$'000	Over 2 Years to 3 Years \$'000	Over 3 Years to 4 Years \$'000	Over 4 Years to 5 Years \$'000	Over 5 Years \$'000			
Financial Assets									
19	-	-	-	-	-	-	50,937	50,937	
20	-	-	-	-	-	-	23,858	23,858	
<hr/>									
Total Financial Assets									
<hr/>									
Weighted Average Interest Rate									
<hr/>									
Financial Liabilities									
25	-	-	-	-	-	-	27,951	27,951	
26	-	2,044	864	-	-	-	-	2,908	
<hr/>									
Total Financial Liabilities									
<hr/>									
Weighted Average Interest Rate									
<hr/>									
Net Financial (Liabilities)/Assets									
<hr/>									

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 32. FINANCIAL INSTRUMENTS – CONTINUED

	2009	2008
	\$'000	\$'000
Carrying Amount of Each Category of Financial Assets and Financial Liabilities		
Financial Assets		
Loans and Receivables	35,422	23,858
Total Financial Assets	35,422	23,858
Financial Liabilities		
Financial Liabilities Measured at Amortised Cost	21,768	30,663
Total Financial Liabilities	21,768	30,663

Shared Services does not have any financial assets in the 'Available for Sale' category or the 'Held to Maturity' category and as such these categories are not included above. Also, Shared Services does not have any financial liabilities in the 'Financial Liabilities at Fair Value through Profit and Loss' category and as such this category is not included above.

NOTE 33. COMMITMENTS

Capital Commitments

Capital commitments, mainly for the Records Services Mitchell Accommodation refurbishment, contracted at reporting date that have not been recognised as liabilities are as follows:

	2009	2008
	\$'000	\$'000
<i>Capital Commitments - Property, Plant and Equipment</i>		
Payable:		
Within one year	3,568	-
<i>Capital Commitments - Property, Plant and Equipment</i>	3,568	-
Total Capital Commitments	3,568	-

Other Commitments

Other commitments, mainly for software licenses, support and maintenance, contracted at reporting date that have not been recognised as liabilities are as follows:

Within one year	4,242	-
Later than one year but not later than five years	6,267	-
Total Other Commitments	10,509	-

**Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009**

NOTE 33. COMMITMENTS - CONTINUED

Operating Lease Commitments

Shared Services has 2 non-cancellable operating leases for buildings. One of the leases expires in 1 year and the other one expires in 7 years. The leases have varying terms, escalation clauses and renewal rights. There are no conditions in the lease agreements requiring Shared Services to restore the sites that the lease buildings are situated on. The operating lease agreements give Shared Services the right to renew the leases. Renegotiations of the lease terms occur on renewal of the leases.

	2009	2008
	\$'000	\$'000
Non-cancellable operating lease commitments are payable as follows:		
Within one year	2,141	2,015
Later than one year but not later than five years	6,644	6,689
Later than five years	3,964	5,231
Total Operating Lease Commitments	<u>12,749</u>	<u>13,935</u>

All amounts shown in the commitments note are inclusive of GST.

Finance Lease Commitments

Finance lease commitments are disclosed in Note 26 'Finance Leases'.

NOTE 34. CONTINGENT LIABILITIES AND CONTINGENT ASSETS

Contingent Liabilities

There were no contingent liabilities at balance date. (2008 Nil)

Contingent Assets

There were no contingent assets at balance date. (2008 Nil)

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 35. CASH FLOW RECONCILIATION

(a) Reconciliation of Cash and Cash Equivalents at the end of the reporting period in the Cash Flow Statement to the equivalent items in the Balance Sheet.

	2009	2008
	\$'000	\$'000
Total Cash and Cash Equivalents recorded in the Balance Sheet	41,548	50,937
Cash and Cash Equivalents at the End of the Reporting Period as Recorded in the Cash Flow Statement	41,548	50,937

(b) Reconciliation of Net Cash Inflows from Operating Activities to the Operating (Deficit)

Operating (Deficit)	(7,769)	(3,957)
Add/(Less) Non-Cash Items		
Depreciation of Property, Plant and Equipment	15,916	15,882
Amortisation of Intangibles	1,607	-
Liabilities Transferred or Contributed	-	(379)
Add/(Less) Items Classified as Investing or Financing		
Net Gain on Disposal of Non-Current Assets	(15)	(48)
Asset/Liability Accrual ^a	1,648	(3,634)
Cash Before Changes in Operating Assets and Liabilities	11,387	7,864
Changes in Operating Assets and Liabilities		
(Increase)/Decrease in Receivables	(11,521)	1,970
(Increase) in Accrued Revenue	(3,388)	(907)
Decrease in Inventories	21	1
Decrease/(Increase) in Other Assets	1,372	(1,085)
(Decrease) in Payables	(3,207)	(11,278)
(Decrease)/Increase in Accrued Expenses	(3,469)	14,341
Increase in Employee Benefits	4,910	1,449
Increase/(Decrease) in Other Liabilities	888	(9,079)
Increase/(Decrease) in Allowance for Impairment Losses	3,146	(197)
Net Changes in Operating Assets and Liabilities	(11,248)	(4,785)
Net Cash Inflows from Operating Activities	139	3,079

a) Represents movements in accruals affecting Balance Sheet accounts which are reflected through financing and investing activities in the Cash Flow Statement.

(c) Non-Cash Financing Activities

Due to a change in the Whole-of-Government motor vehicle leasing arrangements, all new motor vehicle leases entered into by Shared Services from 2006-07 onwards are under a finance lease rather than under an operating lease.

	2009	2008
	\$'000	\$'000
Acquisition of Motor Vehicles by means of Finance Lease	493	438

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 36. EVENTS OCCURRING AFTER BALANCE DATE

There were no events occurring after the balance date, which would effect the financial report as at 30 June 2009.

NOTE 37. THIRD PARTY MONIES

2009	2008
\$'000	\$'000

Shared Services holds salary monies for Agencies that are Territory Authorities.

Salary Monies Held for Territory Authorities

Balance at the Beginning of the Reporting Period	-	-
Cash Receipts	79,714	70,576
Cash Payments	(79,714)	(70,576)
Balance at the End of the Reporting Period	-	-

The transactions represented here form part of payroll transactions which flow through the HRMS Salaries Bank Account. It was determined that salary monies held for Territory Authorities fall within the definition of 'Trust Money' under the Financial Management Act 1996 and need to be disclosed separately as above.

The balance of the account is shown as Cash at Bank - HRMS Salaries (see Note 19 'Cash and Cash Equivalents') and the net movement is shown as either Other Receivables (see Note 20 'Receivables') or Other Liabilities (see Note 28 'Other Liabilities').

Shared Services holds security deposits for Procurement Solutions Trust.

Security deposits held in trust for Procurement Solutions

Balance at the Beginning of the Reporting Period	495	319
Cash Receipts	761	993
Cash Payments	(713)	(817)
Balance at the End of the Reporting Period	543	495

Shared Services Centre
Notes to and Forming Part of the Financial Report
For the Year Ended 30 June 2009

NOTE 37. THIRD PARTY MONIES - CONTINUED

	0	0
	\$'000	\$'000
Shared Services holds salary packaging money for ACT Government employees who have elected to salary package with the ACT Government's internal provider.		
Salary Packaging Monies		
Balance at the Beginning of the Reporting Period	-	-
Cash Receipts	50,317	-
Cash Payments	(45,979)	-
Balance at the End of the Reporting Period	<u><u>4,338</u></u>	<u><u>-</u></u>

The Salary Packaging bank accounts were transferred from the Department of Education and Training to Shared Services following the signing of an Instrument under Section 34A of the Financial Management Act 1996 on 11th September 2008.

The balance in the account is shown as Cash at Bank - Salary Packaging (see Note 19 'Cash and Cash Equivalents') and includes monies for Fringe Benefits Tax, fees and residual payment contributions, as well as some motor vehicle running costs.

Total Third Party Monies	<u><u>4,881</u></u>	<u><u>495</u></u>
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ACT AUDITOR-GENERAL'S OFFICE



A09/46

Mr Gary Byles
Chief Executive
Department of Territory and Municipal Services
Level 5, Macarthur House
12 Wattle Street
LYNEHAM ACT 2602

Dear Mr Byles

REPORT OF FACTUAL FINDINGS - STATEMENT OF PERFORMANCE OF THE SHARED SERVICES CENTRE FOR THE YEAR ENDED 30 JUNE 2009

The Audit Office has completed the review of the statement of performance of the Shared Services Centre for the year ended 30 June 2009.

I am pleased to attach the statement of performance and the **unqualified** report of factual findings.

I have provided a copy of each of these reports to the Minister for Territory and Municipal Services, Mr Jon Stanhope MLA.

Thank you for the assistance provided by the staff of the Shared Services Centre during the review.

Yours sincerely

Tu Pham
Auditor-General

17 September 2009

c.c. Ms Anne Thomas, Acting Head of Shared Services
Mr Gordon Elliot, Acting Director Strategic Finance
Ms Kay Austin, Director, Strategic Coordination
Mr Will Laurie, Chair, Audit Committee



ACT AUDITOR-GENERAL'S OFFICE

REPORT OF FACTUAL FINDINGS

SHARED SERVICES CENTRE

To the Members of the ACT Legislative Assembly

Report on the statement of performance

I have reviewed the statement of performance of the Shared Services Centre for the year ended 30 June 2009.

Responsibility for the statement of performance

The Chief Executive of the Department of Territory and Municipal Services is responsible for the preparation and fair presentation of the statement of performance in accordance with the *Financial Management Act 1996*. This includes responsibility for maintaining adequate records and internal controls that are designed to prevent and detect fraud and error and for the systems and procedures to measure the results reported in the statement of performance.

The auditor's responsibility

My responsibility is to provide a report of factual findings that expresses an independent review opinion on the statement of performance of the Shared Services Centre as required by the *Financial Management Act 1996* and the *Financial Management (Statement of Performance Scrutiny) Guidelines 2008*.

I have reviewed the statement of performance of the Shared Services Centre to report on whether any matters came to my attention which indicate that the statement of performance is not fairly presented in accordance with the *Financial Management Act 1996*.

This review was conducted in accordance with the Australian Auditing Standards applicable to review engagements. A review is primarily limited to inquiries of the representatives of the Shared Services Centre, analytical and other review procedures and the examination of other available evidence. As review procedures do not provide all of the evidence that would be required in an audit, the level of assurance provided is less than given in an audit. I have not performed an audit and have not expressed an audit opinion on the statement of performance.

The review did not include an assessment of the relevance or appropriateness of the performance indicators reported in the statement of performance or the related performance targets.

I have not expressed an opinion on the accuracy of explanations provided for variations between actual and targeted performance due to the often subjective nature of such explanations.

Electronic presentation of the statement of performance

Those viewing an electronic presentation of this statement of performance should note that the review does not provide assurance on the integrity of information presented electronically and does not provide an opinion on any other information which may have been hyperlinked to or from this statement. If users of this report are concerned with the inherent risks arising from the electronic presentation of information, they are advised to refer to the printed copy of the reviewed statement of performance to confirm the accuracy of this electronically presented information.

Independence

I followed applicable independence requirements of Australian professional ethical pronouncements in conducting this review.

Review opinion

Based on my procedures, no matters have come to my attention which indicate that the statement of performance of the Shared Services Centre for the year ended 30 June 2009 does not fairly present the performance of the Shared Services Centre in accordance with the *Financial Management Act 1996*.



Tu Pham

Auditor-General

16 September 2009

**Shared Services Centre
Statement of Performance
For the Year Ended 30 June 2009**

Statement of Responsibility

In my opinion, the Statement of Performance is in agreement with the Shared Services Centre's records and fairly reflects the service performance of the Shared Services Centre's outputs during the financial year ended 30 June 2009 and also fairly reflects the judgements exercised in preparing them.



Gary Byles
Chief Executive
Department of Territory and Municipal Services

18 August 2009

50-80



OUTPUTS FOR YEAR ENDED 30 JUNE 2009

**Shared Services Centre
Statement of Performance
For the Year Ended 30 June 2009**

Output Class 1 – InTACT

Output 1.1 – InTACT

Description – To provide and maintain Information and Communications Technology (ICT) infrastructure for the ACT Public Service.

InTACT provides:

- Services to government agencies as outlined in InTACT's catalogue of services and affirmed through various Service Level and Support Agreements;
- Management of the government data and communications network;
- Assistance to agencies on IT security;
- Management of the whole of government communications network;
- Business systems support;
- General service and help desk functions;
- In-house print and electronic publishing; and
- A full range of record management, mail room and courier activities to the majority of government departments.

	Original Target 2008-09	Actual Result 2008-09	% Variance from Original Target	Explanation of Material Variances
Total Cost¹	\$113,571,000	\$119,397,000	5%	The variance is mainly due to higher than budgeted project expenditure by agencies, higher operating lease extensions and buyouts, changes to the accounting for employee entitlements and impairment losses brought to account for Housing ACT debt.
Government Payment for Outputs	\$4,149,000	\$4,149,000	0%	
Accountability Indicators				
a. Costs within peer organisations' costs, as benchmarked by an independent organisation ²	Within 5%	Within 5%	0%	
b. E-mail availability across government during core business hours ³	98%	98%	0%	
c. Service requests made via the Service Desk are resolved within Service Level Agreements' timeframes ⁴	85%	92%	8%	The variance is due to changes to processes and structures that continue to yield high performance efficiencies and has enabled the achievement of a high level of service response by InTACT.
d. Average time taken for telephone service requests to be answered by a Service Desk officer ⁵	20 seconds	19.5 seconds	(3%)	

The above Statement of Performance should be read in conjunction with the accompanying notes.

**Shared Services Centre
Statement of Performance
For the Year Ended 30 June 2009**

Output 1.1 – InTACT - Continued

Explanation of Measures

1. The total cost of InTACT services is represented by InTACT's total expenditure as per the Shared Services Centre's Financial Report and Budget Papers.
2. The independent benchmarking of InTACT services is undertaken annually.
3. Established by determining up-time of each core component of the network across core business hours (Monday to Friday 7.30am to 6pm).
4. Established by determining how quickly requests made to InTACT Service Desk are resolved in comparison to agreed Service Level Agreement timeframes.
5. Established by determining the average time taken for telephone service requests to be answered by a Service Desk officer.

**Shared Services Centre
Statement of Performance
For the Year Ended 30 June 2009**

Output Class 2 – Procurement Support Services

Output 2.1 – Procurement Support Services

Description – To provide and maintain procurement support services for the ACT Public Service.

Procurement Support Services provides:

- Procurement and associated risk management services to agencies, including delivering capital work projects on behalf of agencies;
- The buyers and sellers information service (basis);
- The Government contracts register;
- Supplier pre-qualification arrangements; and
- The secretariat to Government Procurement Board.

	Original Target 2008-09	Actual Result 2008-09	% Variance from Original Target	Explanation of Material Variances
Total Cost¹	\$12,868,000	\$17,670,000	37%	The variance is mainly due to higher than budgeted Capital project expenditure by agencies, introduction of a new Capital Works recording system, changes to the accounting for employee entitlements and impairment losses brought to account for Housing ACTI debt.
Government Payment for Outputs	\$1,443,000	\$1,443,000	0%	
Accountability Indicators				
a. Proportion of Government funded annual Capital Works program supported with project procurement services ²	90%	75%	(17%)	The variance is due to the complicated nature and timing associated with supporting a diverse and increasing whole-of-government capital works program. The result reflects the progress of ACT Government agencies' progress against their annual Capital Works program.
b. Quality Management Systems compliance with ISO9001:2000 - number of Category 1 non-conformance findings ³	< 2	< 2	0%	
c. Increase in the number of whole-of-government contracts and related panel arrangements available for agency procurement ⁴	25%	53%	112%	The strong result was achieved by running some of the tasks associated with the procurement processes in parallel and through a number of tender evaluations being completed more quickly than anticipated with 10 new contracts registered with Procurement Support Services.

The above Statement of Performance should be read in conjunction with the accompanying notes.

**Shared Services Centre
Statement of Performance
For the Year Ended 30 June 2009**

Output 2.1 – Procurement Support Services - Continued

Explanation of Measures

1. The total cost of Procurement Support Services (Procurement Solutions) is represented by Procurement Solutions' total expenditure as per the Shared Services Centre's Financial Report and Budget Papers.
2. Established by determining the total value of client invoices (excl GST) issued by Procurement Solutions for capital works projects for the full year compared to the total capital works budget cash allocation as per the Budget Papers.
3. External Quality System audits are performed regularly throughout the year. Each audit is documented and all non-conformances are brought to the attention of the Procurement Solutions Management.
4. Established by comparing the number of whole-of-government contracts and related arrangements in place as at 30 June 2009 compared to 30 June 2008.

**Shared Services Centre
Statement of Performance
For the Year Ended 30 June 2009**

Output Class 3 – Human Resource Services				
Output 3.1 – Human Resource Services				
Description – To provide and maintain tactical and transactional human resource services for the ACT Public Service.				
<p>Human Resource Services provides:</p> <ul style="list-style-type: none"> • Payroll and personnel services, including tax payments and salary packaging; • Recruitment services; • Advice and technical support on health and safety management; • Support in the management of employee relations processes; • Injury management services for small agencies; • Coordination and facilitation of ACTPS-wide training and development; • Statutory and human resources management reporting; and • Organisational position and data management. 				
	Original Target 2008-09	Actual Result 2008-09	% Variance from Original Target	Explanation of Material Variances
Total Cost¹	\$21,339,000	\$20,387,000	(4%)	
Government Payment for Outputs	\$39,000	\$39,000	0%	
Accountability Indicator				
a. Service requests made via the Integrated Customer Service (ICS) system are resolved within five working days ²	80%	90%	14%	The variance is due to improved processing and staff training.
b. Data for Annual Reports and the Workforce Profile are supplied to the Chief Minister's Department in accordance with the agreed timeframe ³	100%	100%	0%	
c. Performance Standards in Recruitment Services for permanent and temporary vacancies service specifications achieved ⁴	90%	96%	7%	The variance is due to improved processes and system enhancements.

The above Statement of Performance should be read in conjunction with the accompanying notes.

**Shared Services Centre
Statement of Performance
For the Year Ended 30 June 2009**

Output 3.1 – Human Resource Services – Continued

Explanation of Measure

1. The total cost of Human Resource Services is represented by Human Resource Services' total expenditure as per the Shared Services Centre's Financial Report and Budget Papers.
2. Established by determining the number of Human Resource queries submitted via the Shared Services Customer Portal which are resolved within five working days.
3. Established by comparing the agreed date for the provision of Human Resource statistical data with the actual date the data is supplied.
4. New measure. Established by analysing data captured through the Recruitment Services Database and CHRIS 21 for specified performance standards.

**Shared Services Centre
Statement of Performance
For the Year Ended 30 June 2009**

Output Class 4 – Finance Services

Output 4.1 – Finance Services

Description – To provide and maintain tactical and transactional finance services for the ACT Public Service.

Finance Services provides:

- Accounts payable and some accounts receivable functions;
- General ledger;
- Fixed assets register;
- The development and maintenance of the Oracle Government Financials system for each agency;
- Cash flow management and bank reconciliations;
- Tax payments including returns and advice; and
- Financial reporting services.

	Original Target 2008-09	Actual Result 2008-09	% Variance from Original Target	Explanation of Material Variances
Total Cost¹	\$12,716,000	\$12,891,000	1%	
Government Payment for Outputs	\$35,000	\$35,000	0%	
Accountability Indicator				
a. Business Activity Statements completed in accordance with Australian Taxation Office deadline ²	90%	98%	9%	Training and development in standard processes enabled this strong result.
b. Fringe Benefits Tax return submitted to the Australian Taxation Office within 7 working days of agencies supplying all required information ³	90%	100%	11%	Training and development in standard processes enabled this strong result.
c. Monthly financial information available for use by agencies by 6 th working day of the month ⁴	90%	90%	0%	
d. Annual financial statements completed and sent to agencies by the 9 th working day of July ⁵	90%	100%	11%	Training and development in standard processes enabled this strong result.

The above Statement of Performance should be read in conjunction with the accompanying notes.

**Shared Services Centre
Statement of Performance
For the Year Ended 30 June 2009**

Output 4.1 – Finance Services - Continued

Explanation of Measure

1. The total cost of Finance Services is represented by Finance Services' total expenditure as per the Shared Services Centre's Financial Report and Budget Papers.
2. This measure covers the submission of Business Activity Statements to the Australian Taxation Office and the remittance of GST where applicable.
3. This measure covers the lodgement of the annual Fringe Benefit Tax returns to the Australian Taxation Office.
4. This measure refers to the completion of processing monthly financial information using Oracle Government Financials.
5. This measure covers the submission of draft annual financial reports to the client agencies.

List of Abbreviations and Acronyms

AAO	Administrative Arrangement Orders
ABC	Australian Broadcasting Commission
ACT	Australian Capital Territory
ACTAS	ACT Academy of Sport
ACTION	ACT Internal Omnibus Network
ACTCOSS	ACT Council of Social Services
ACTEW	ACT Electricity and Water
ActewAGL	ACT Electricity and Water Gas Light Company
ACTIA	ACT Insurance Authority
ACTION	ACT Internal Omnibus Network
ACTLIS	ACT Library and Information Service
ACTPLA	ACT Planning and Land Authority
ACTPG	ACT Property Group
ACTPS	ACT Public Service
AFL	Australian Football League
AFP	Australian Federal Police
AGIMO	Australian Government Information Management Office
AIIA	Australian Information Industry Association
AILA	Australian Institute of Landscape Architects
AIPM	Australian Institute of Project Management
APU	Approved Procurement Unit
AMWU	Australian Manufacturing Workers Union
ANU	Australian National University
ANZ	Australia and New Zealand
ANZSLA	Australian and New Zealand Sports Law Association
ARK	Animal Recovery and Disease Control Centre
ASG	Asset Services Group
ATO	Australian Tax Office
ATSIEB	Aboriginal and Torres Strait Islander Elected Body (ACT)
AWA	Australian Workplace Agreement
AWAC	Animal Welfare Advisory Committee
BOP	Bushfire Operational Plan
BPay	Bill Pay
CAG	Community Advisory Group
CCTV	Closed Circuit Television
CE&C	Community Engagement and Communications
CFMEU	Construction Forestry Mining Energy Union
CIT	Canberra Institute of Technology
CLS	Capital Linen Services
CMD	Chief Minister's Department
CNG	Compressed Natural Gas
CE	Corporate Express
COAG	Council of Australian Governments
COTA	Council on the Ageing
CPSU	Community and Public Sector Union

CRVC	Canberra and Region Visitors Centre
CSIRO	Australian Commonwealth Scientific and Industrial Research Organisation
CVA	Conservation Volunteers Australia
DA	Development Application
DAS	Domestic Animal Services
DDA	Disability Discrimination Act
DECCEW	ACT Department of Environment, Climate Change, Energy and Water
DET	ACT Department of Education and Training
DHCS	ACT Department of Disability, Housing and Community Services
DVD	Digital Versatile Disc
DWG	Designated Working Group
EAP	Employee Assistance Program
EEO	Equal Employment Opportunity
EPIC	Exhibition Park in Canberra
EPP	Environmental Noise Environment Protection Policy
ESA	Emergency Services Authority
ESL	English as a Second Language
ESP	Economic Stimulus Plan
ETS	Electronic Timing System
FBT	Fringe Benefits Tax
FIFA	International Federation of Association Football
FIT	Females in Training
FOI	Freedom of Information
FTE	Full-Time Equivalent
GDE	Gungahlin Drive Extension
GGS	General Government Sector
GIS	Geographic Information Systems
GPG	Government Property Group
GSO	General Service Officer
GST	Goods and Services Tax
HR	Human Resources
IA	Infrastructure Australia
IAMS	Integrated Asset Management System
IAP2	International Association for Public Participation
ICS	Integrated Customer Service
ICT	Information and Communications Technology
InTACT	The ACT Government ICT Provider
ISDO	Indigenous Sport Development Officer
ISO	International Organisation for Standardisation
ISP	Indigenous Sport Program
IP	Internet Protocol
IM	Information Management
IT	Information Technology
IWD	International Women's Day
JACS	ACT Department of Justice and Community Safety
JCGRG	Joint Community Government Reference Group
JUMCC	Joint Union Management Consultative Committee
LDA	ACT Land Development Agency

km	Kilometres
LED	Light-Emitting Diode
m ²	Metres Squared
MBA	Master Builders' Association
MLA	Member of the Legislative Assembly
MS	Microsoft
NABERS	National Australian Built Rating System
NAIDOC	National Aboriginal Islander Day of Observance Committee
NCA	National Capital Authority
NCAA	National Capital Attractions Association
NGO	Non-Government Organisation
NightFest	Night Festival
NOWaste	NOWaste
NRL	National Rugby League
NRMA	National Roads and Motorists' Association
NSW	New South Wales
OCE	Office of the Chief Executive
OHS	Occupational Health and Safety
ORS	ACT Office of Regulatory Services
OSCAR	Online System for Comprehensive Activity Reporting
PAC	Public Accounts Committee
PEBU	Pre-Election Budget Update
PC	Personal Computer
PCL	Parks, Conservation and Lands
Pty Ltd	Proprietary Limited
RAFT	Remote Area Fire Team
RAIA	Royal Australian Institute of Architects
RAPS	Whole-of-Government Payment and Receipting System
REDEX	Rapid Express Direct Service
RFID	Radio Frequency Identification
RLCIP	Regional, Local and Community Infrastructure Program
RMF	Risk Management Framework
RMIA	Risk Management Institution of Australasia
RMSG	Risk Management Steering Group
RMRG	Risk Management Reference Group
RMWG	Risk Management Working Group
RSPCA	Royal Society for the Prevention of Cruelty to Animals
RTA	Roads and Traffic Authority
RTPIS	Real Time Passenger Information System
SAPU	Surgical Assessment Planning Unit
SBMP	Strategic Bushfire Management Plan
SEA	Special Employment Arrangement
SES	ACT State Emergency Service
SHR	Strategic Human Resources
SIAP	Strategic Internal Audit Program
SMT	Strategic Management Team
SRS	Sport and Recreation Services
SSGC	Shared Services Governing Committee

STAP	Sustainable Transport Action Plan
STP	Sustainable Transport Plan
TAMS	ACT Department of Territory and Municipal Services
TAFE	Technical and Further Education
TRAP	Transport Regulation and Planning
TPU	Tree Protection Unit
TRG	Transport Reference Group
TRIM	Total Records and Information Management
TRO	Territory Records Office
TVE	Territory Venues and Events
TWU	Transport Workers Union
UC	University of Canberra
UCI	International Cycling Union
WAT	Wheelchair Accessible Taxi
WESP	Work Experience and Support Program
Westfield W-League	Women's Football League
WHS	Workplace Health and Safety
WISE	Working in Safe Environments
WNBL	Women's National Basketball League
YMCA	Young Men's Christian Association

Other Sources of Information about Territory and Municipal Services

Websites

www.tams.act.gov.au
www.act.gov.au
www.canberraconnect.act.gov.au
www.territoryrecords.act.gov.au
www.archives.act.gov.au
www.library.act.gov.au
www.action.act.gov.au
www.visitcanberra.com.au
www.stromloforestpark.com.au
www.manukaoval.com.au
www.canberrastadium.com
www.epic.act.gov.au
www.sharedservices.act.gov.au
www.procurement.act.gov.au
www.intact.act.gov.au
www.procurement.act.gov.au

Publications

A range of hard copy publications is available from Canberra Connect shopfronts.

Phone

Phone Canberra Connect on 13 22 81 to be connected to any TAMS Business Unit.



www.tams.act.gov.au